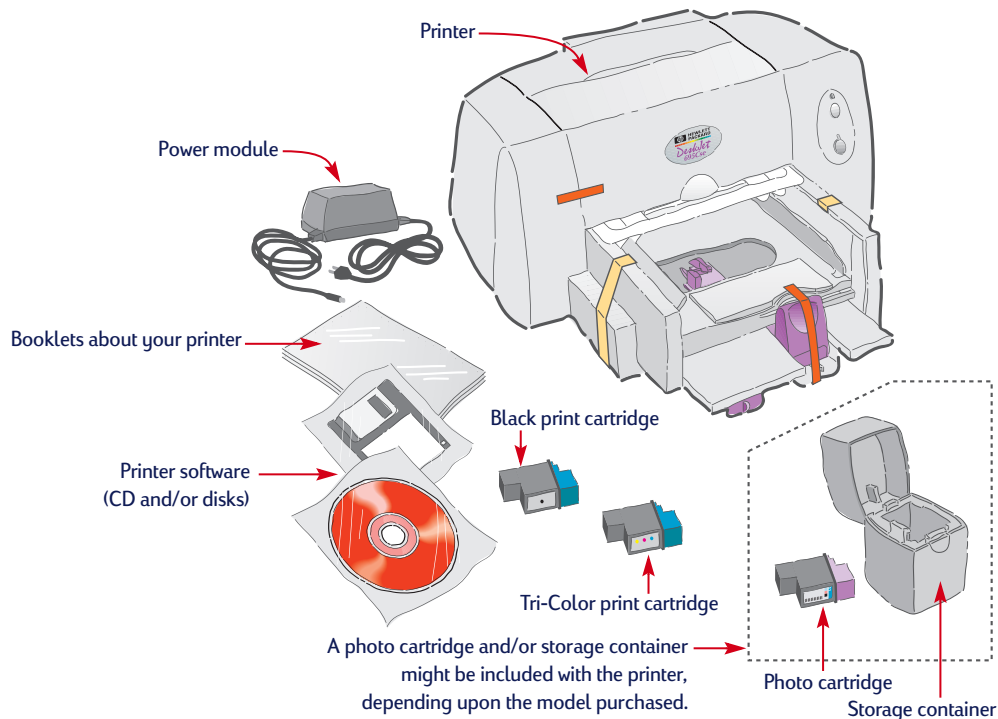# *Congratulations on the purchase of your HP DeskJet printer!*

Here's what comes in the box. If anything's missing, talk to your HP dealer or call HP customer support. See page 50 in the user's guide for the phone number nearest you.

Printer

Power module

Booklets about your printer

Printer software (CD and/or disks)

Black print cartridge

Tri-Color print cartridge

A photo cartridge and/or storage container might be included with the printer, depending upon the model purchased.

Photo cartridge

Storage container

You need to buy a printer cable, such as the HP IEEE-1284-compliant Parallel Interface Cable (bidirectional).

Your printer works with any computer system that meets the minimum requirements, as listed on page 59 in the user's guide.

If your computer does not have a CD-ROM drive and disks were not included with your printer, see page 49 of the user's guide for information on getting printer software.

1

1 Unpack your printer

1 **Remove the packing material and the packing tape from the outside of the printer.**

Packing material

Tape

Tape

Tape

Tape
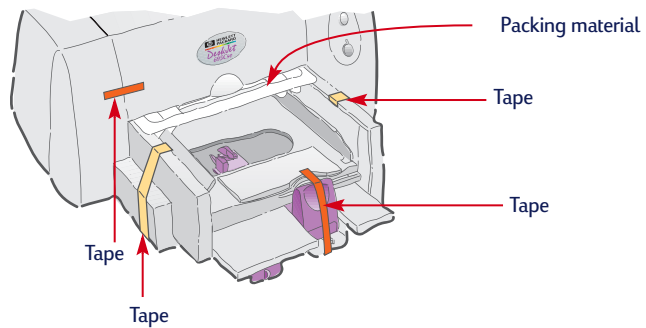
Now would be a good time to take a second and make note of the serial number on the bottom of your printer.

Write the serial number in the blank provided inside the front cover of your user's guide. This way you can easily access the serial number when you need it.

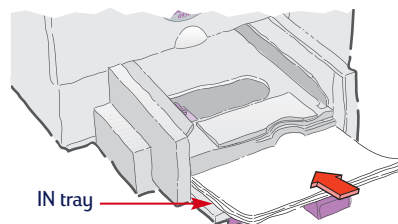**2** **Open the top cover and remove the plastic packing material from the inside of the printer.**
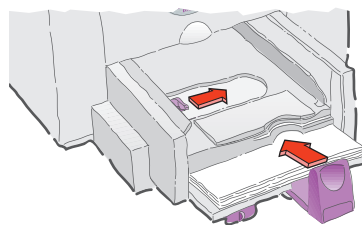
Packing material
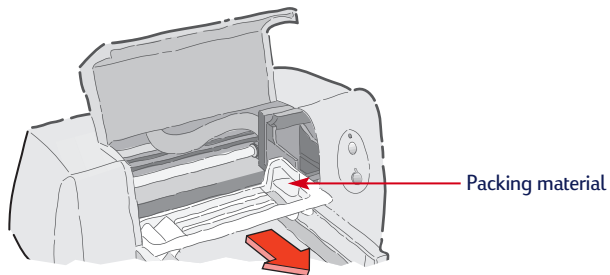
2 Put paper in your printer

1 **Slide out the paper adjusters as far as possible.**

Paper-width adjuster

Paper-length adjuster
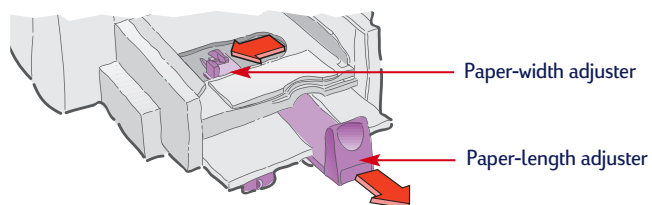
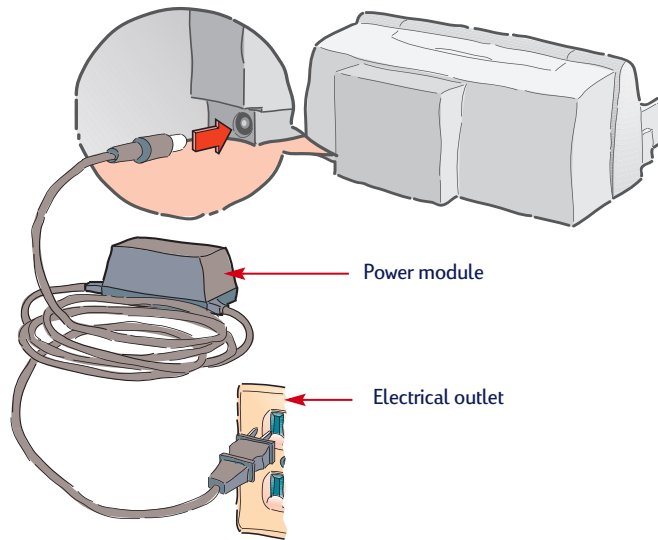**2** **Put the paper in the lower (IN) tray, print side down.**

IN tray

3 **Slide in the paper adjusters to fit snugly against the paper's edges.**

3 *Plug in your printer*

1 **Plug one end of the power module firmly into the back of the printer.**

Power module

Electrical outlet

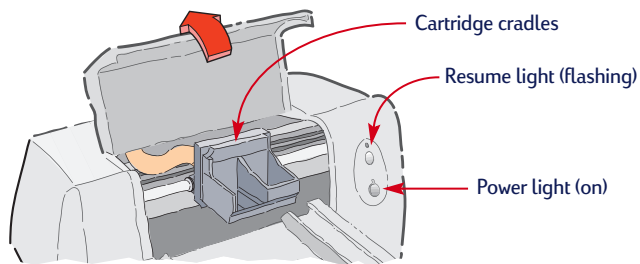**2** **Plug the other end into an electrical outlet.**

4 Insert the print cartridges

1 Press the Power button to turn on the printer.

The Power light ⏻ comes on.

2 Open the top cover.

The cartridge cradles move to the center of the printer.
The Resume 🗎 light flashes.

Cartridge cradles

Resume light (flashing)

Power light (on)

3 Carefully remove the tape from the color and black print cartridges.

Be sure not to touch the ink nozzles or the electrical contacts.
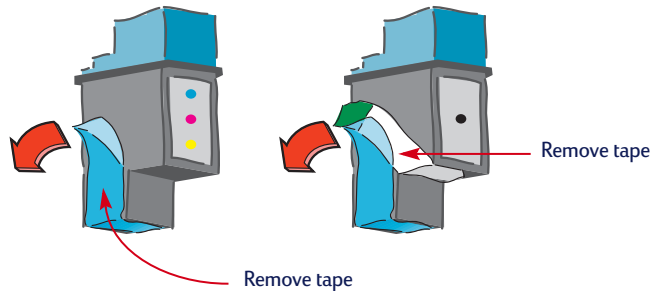
Remove tape

Remove tape

4 Place both cartridges into the cradles as shown, and then push both cartridges back into position.

Insert the black print cartridge in the right cradle and insert the tri-color print cartridge in the left cradle.

You hear a click when the cartridges sit snugly in their cradles. You must put in two cartridges for the printer to operate.

Black or photo cartridge cradle

Tri-Color cartridge cradle
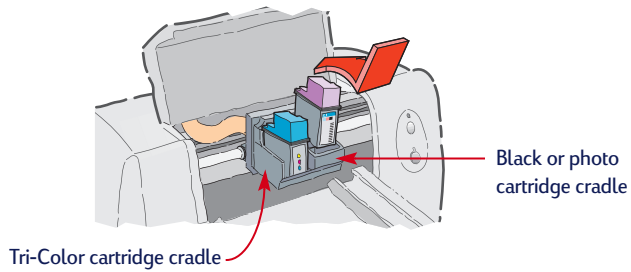
5 Close the printer cover.

If the Resume light continues to flash or if the cradle does not move to the right side of the printer, take out both cartridges and reinsert them.

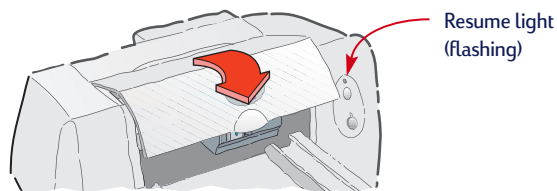The Resume 🔲 light continues to flash for awhile and then goes off. (You'll hear the cartridges return to their home position on the right side of the printer.)

Resume light (flashing)

Storing extra cartridges

For most printing, you'll use the black and tri-color print cartridges. But when you want to print photographs, replace the black cartridge with the photo cartridge. (For more information about printing photographs, see page 21 in the user's guide.)

To keep the ink from drying out, store an extra cartridge in the storage container as shown below.

Black Print Cartridge   Photo Cartridge

6
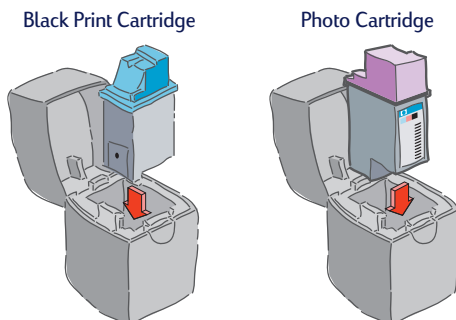
5 Connect your printer to your computer

1   Make sure both the printer and the computer are
    turned off.

2   Plug the notched end of the cable into the printer and
    snap both clips into the notches.
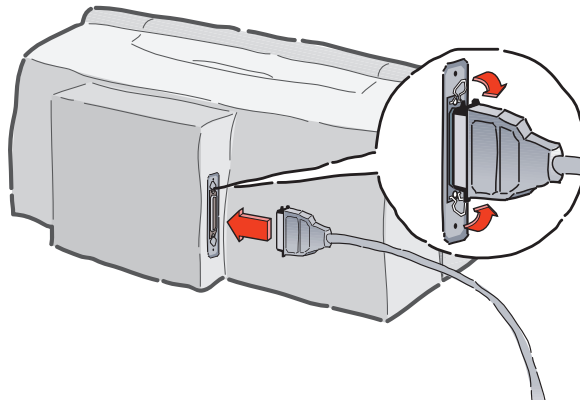
*Make sure that the
printer is connected directly
to the computer and that no
other peripherals, such as a
zip drive, are connected
to the printer cable.*

3   Plug the other end of the cable into the computer and
    tighten the screws.
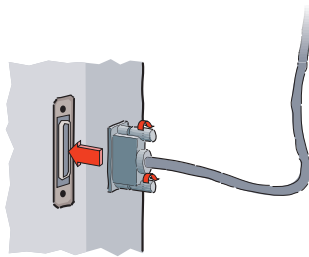
6 Install the printer software

Before you can use your new HP DeskJet printer, you must install the printer software. HP recommends that you install from the CD. If your computer does not have a CD-ROM drive and disks were not included with your printer, see page 49 in the user's guide for information on obtaining printer software.

To ensure successful installation of the printer software:

1 **Make sure your computer is fully set up and operational.**

2 **Check that the printer is properly set up and ready to print using the instructions in this setup guide.**

3 **Make sure that the printer is connected directly to the computer (remove any switch boxes or other devices using the same port) and check that all cable connections are firm.**

4 **Make sure the computer and the printer are turned on.**

5 **Close any virus protection programs or other software programs that are running on your computer (see page 13 for instructions).**

Beginning on page 9, follow the installation instructions for the operating system on your computer.

Installing from the CD
(recommended method of installation)

Windows 95, Windows 98, Windows NT 4.0

6 **Insert the CD into your CD-ROM drive.**

After a few seconds, the HP DeskJet opening screen appears.

7 **If the opening screen does not appear, do the following:**

a. Click *Start* on the taskbar, and then click *Run*.

Depending upon the operating system on your computer, your boxes might differ from the Windows 95 boxes shown throughout this document and the user's guide.

Windows95	
	Programs ▸
	Documents ▸
	Settings ▸
	Find ▸
	Help
	Run...
	Shut Down...
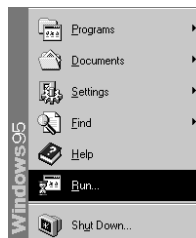
b. Type ***d:\setup*** and click *OK*.

If your CD-ROM drive is assigned to a letter other than "d:, type that letter instead.

Run	? ☒
Type the name of a program, folder, or document, and Windows will open it for you.	
Open:	d:\setup
OK	Cancel	Browse...

8 **When the opening screen appears, click *Install the HP DeskJet 690C Series Software on your PC* and follow the instructions on the screen.**

If something goes wrong, see page 14.

9 **When the installer instructs you to restart Windows, the installation is complete. Remove the CD from your CD-ROM drive and restart Windows.**

10 **When the Communication Test dialog box appears, click *Test*.**

11 **Do one of the following:**

- If the test is successful, skip the rest of this section and go to page 15.
- If the test is not successful, click *Troubleshoot* and try to correct this problem. If you cannot correct this problem, click *OK*. For more information about printer communications, see page 13.

Windows 3.1*x*

6 **Insert the CD into your CD-ROM drive.**

7 **In the Program Manager, click *File* and then click *Run*.**

8 **Type** *d:\setup* **and click** *OK.*

If your CD-ROM drive is assigned to a letter other than "d", type that letter instead.

```
┌─────────────────────────────────────────────┐
│ ▬                    Run                      │
├─────────────────────────────────────────────┤
│ Command Line:                   ┌──────────┐ │
│ ┌───────────────────────────┐   │    OK    │ │
│ │ d:\setup                  │   └──────────┘ │
│ └───────────────────────────┘   ┌──────────┐ │
│                                 │  Cancel  │ │
│ ☐ Run Minimized                 └──────────┘ │
│                                 ┌──────────┐ │
│                                 │ Browse...│ │
│                                 └──────────┘ │
│                                 ┌──────────┐ │
│                                 │   Help   │ │
│                                 └──────────┘ │
└─────────────────────────────────────────────┘
```
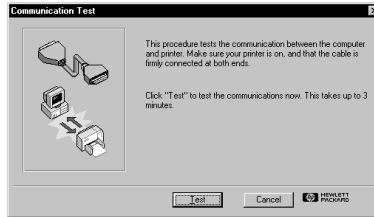
9 **When the opening screen appears, click** *Install the HP DeskJet 690C Series Software on your PC* **and follow the instructions on the screen.**

If something goes wrong, see page 14.

10 **When the installer instructs you to restart Windows, the installation is complete. Remove the CD from your CD-ROM drive and restart Windows.**

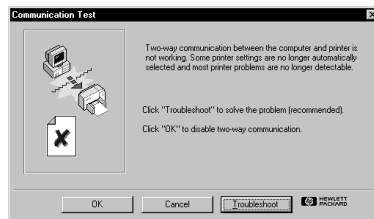**11** **When the Communication Test screen appears, click** *Test.*

12 **Do one of the following:**

- If the test is successful, skip the rest of this section and go to page 15.
- If the test is not successful, click *Troubleshoot* and try to correct this problem. If you cannot correct this problem, click *OK.* For more information about printer communications, see page 13.

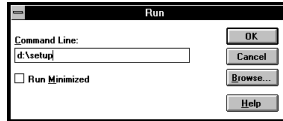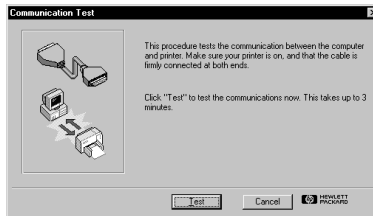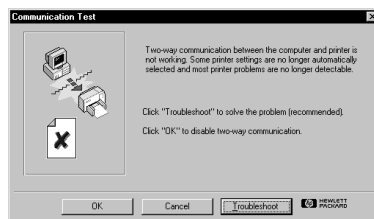## Installing from Disks

Windows 95, Windows 98, and Windows 3.1x

6 **Insert Disk 1 into the disk drive.**

7 **Windows 95 and Windows 98 users: click** *Start* **on the taskbar and then click** *Run.*

Windows 3.1x users: in the Program Manager, click *File,* **and then click** *Run.*

8 **Type** *a:\setup* **and click** *OK.*

If your disk drive is assigned to a letter other than "a", type that letter instead.

9 **When the opening screen appears, click** *Install the HP DeskJet 690C Series Software on your PC* **and follow the instructions on the screen.**

If something goes wrong, see page 14.

10 **When the installer instructs you to restart Windows, the installation is complete. Remove the disk from your disk drive and restart Windows.**

11 **When the Communication Test dialog box appears, click** *Test.*

12 **Do one of the following:**

- If the test is successful, skip the rest of this section and go to page 15.
- If the test is not successful, click *Troubleshoot* and try to correct this problem. If you cannot correct this problem, click *OK.* For more information about printer communications, see page 13.

Additional information about installing your printer software

Closing software programs

In Windows 3.1*x:*

1 While holding down ALT, press TAB to locate an open software program.

2 When you locate an open software program, release both keys.

3 Click *File*, and then click *Exit*.

4 Repeat steps 1 through 3 for each open software program.

In Windows 95, Windows 98, and Windows NT 4.0:

1 Right-click the software program on the taskbar and click *Close*.

2 Repeat step 1 for each open software program.

Setting your printer as the default

To set your printer as the default in Windows NT 4.0:

1 Click *Start* on the taskbar, click *Settings*, and then click *Printers*.

2 Right-click the *HP DeskJet 690C Series Printer* icon and choose *Set As Default*.

Communications test and two-way communications

The printer software tests the communication between your computer and your printer and tells you if you have two-way communication. Two-way communication allows communication between your printer and the computer and gives you access to all the features of your HP Deskjet printer. The cable between your printer and computer must be bidirectional to allow two-way communication— the HP IEEE-1284-compliant Parallel Interface Cable (C2950A) is best. If you do not have two-way communication, your printer cannot send messages to the computer. However, you can still print.

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If you have problems installing

1   Make sure your printer is on and all connections
    are firm. Ensure that no other peripherals are
    connected to the printer cable. Make sure your
    cable is IEEE-1284-compliant.

2   Exit your software program and turn off the computer
    and the printer. Turn on the printer and then turn on
    the computer.

3   Close any virus protection programs that are running
    on your computer. Right-click the virus protection
    program icon in the taskbar status area, and then
    click *Disable.*

4   Uninstall the printer software using the instructions
    on page 66 of the user's guide.

5   Try the installation process again.

6   If you get a message that two-way communication is
    not working, click *OK* and continue with the rest of
    the installation. For more information on the
    communication test, see page 13.

If you're still having problems with the installation

Try the installation process again. If you still have problems, call an
authorized HP dealer or call your HP Customer Support representative.
For the phone number nearest you, see page 50 in the user's guide.

7 Align the print cartridges

To ensure that you get the best print quality, align the print cartridges for the final step in setting up your printer. Be sure to align the cartridges whenever you install a new cartridge.

1 Be sure the printer's IN tray contains plain paper.

Don't waste your HP Photo Paper or HP Premium Glossy paper by using them to align the cartridges.
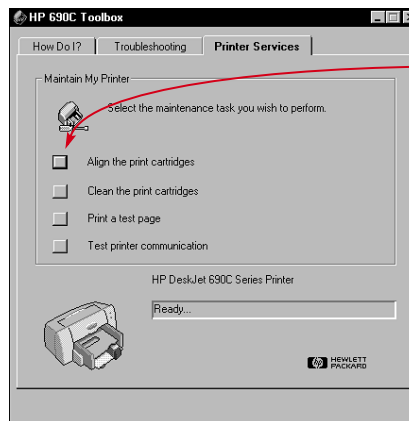
2 Double-click the HP Toolbox icon on the computer screen.

Windows 95, Windows 98, & NT 4.0   Windows 3.1*x*

HP DeskJet
690C Series
Toolbox

HP DeskJet
690C Series
Toolbox

3 Select the *Printer Services* tab, and then click *Align the print cartridges*. Follow the directions on the screen.
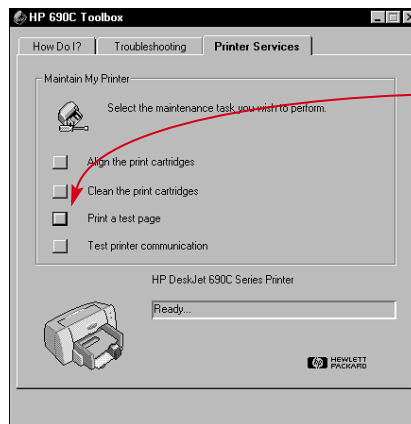

Click here to align the print cartridges.

15

Print a Page

You're done setting up your printer! While you still have
the HP Toolbox open, you can try printing a page, just to
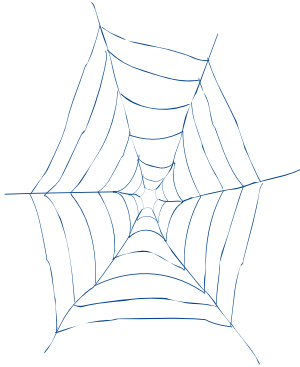see what your printer can do.

1 On the *Printer Services* tab of the HP Toolbox, click
Print a test page.

Click here to
print a test page.

2 **Check out the results!**

You're ready to print your own work. For instructions, tips, and some
fun suggestions, see the user's guide.

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Support and Registration

For product support and printer registration, please refer to the HP DeskJet Support Web site:

http://www.hp.com/support/deskjet

HP is dedicated to giving you fast and accurate customer support. So that we can give you the best service possible, please have the following information available:

● **What is the serial number of your printer?** (The serial number label is on the bottom of the printer.)

_____

● **What model of printer do you have?**

HP DeskJet 695C/697C

● **What brand and model is your computer?**

_____

● **What version of printer software are you using?** (See your Printer Setup dialog box for the name of the selected driver.)

_____

English

HP DeskJet 695C/697C Series Printer
User's Guide

HEWLETT PACKARD ®

Expanding Possibilities

Table of Contents

1 How Printing Works

2 You select settings such as paper type, paper size, orientation, and print quality in the HP print settings dialog box.

1 You lay out the page and choose the text, pictures, fonts, and colors from your software program (such as a word processor or drawing program).

HP DeskJet 690C Series Printer

Setup | Features | Color | Services

Print Quality

○ Best   ● Normal   ○ EconoFast

Paper Options

Paper Size:
Letter (8.5 x 11 in.)

Paper Type:
Plain Paper

● Cut-Sheet   ○ Banner

Default   Help   HEWLETT PACKARD

OK   Cancel

HP 690C Toolbox

How Do I? | Troubleshooting | Printer Services

Learn How To...

Select the button next to the item you wish to learn more about.

☐ Replace print cartridges

☐ Load paper

☐ Change print settings

☐ Print on a variety of paper types, sizes and envelopes

☐ Print on both sides of the page

☐ Print a photograph

☐ Perform printer cleaning

Index   HEWLETT PACKARD

4 Your software program and the printer software send information to the printer, where it is translated into dots of ink on the page.

3 You check your print job status, and get help on printing and solving your print problems in the HP Toolbox.

5 The printer sends information to the computer about the printing progress, as well as any errors which display on your screen.

OUT tray

IN tray

6 The printer picks up the top sheet from the stack in the lower (IN) tray, prints on it, passes it to the upper (OUT) tray, then picks up the next top sheet from the stack in the IN tray.
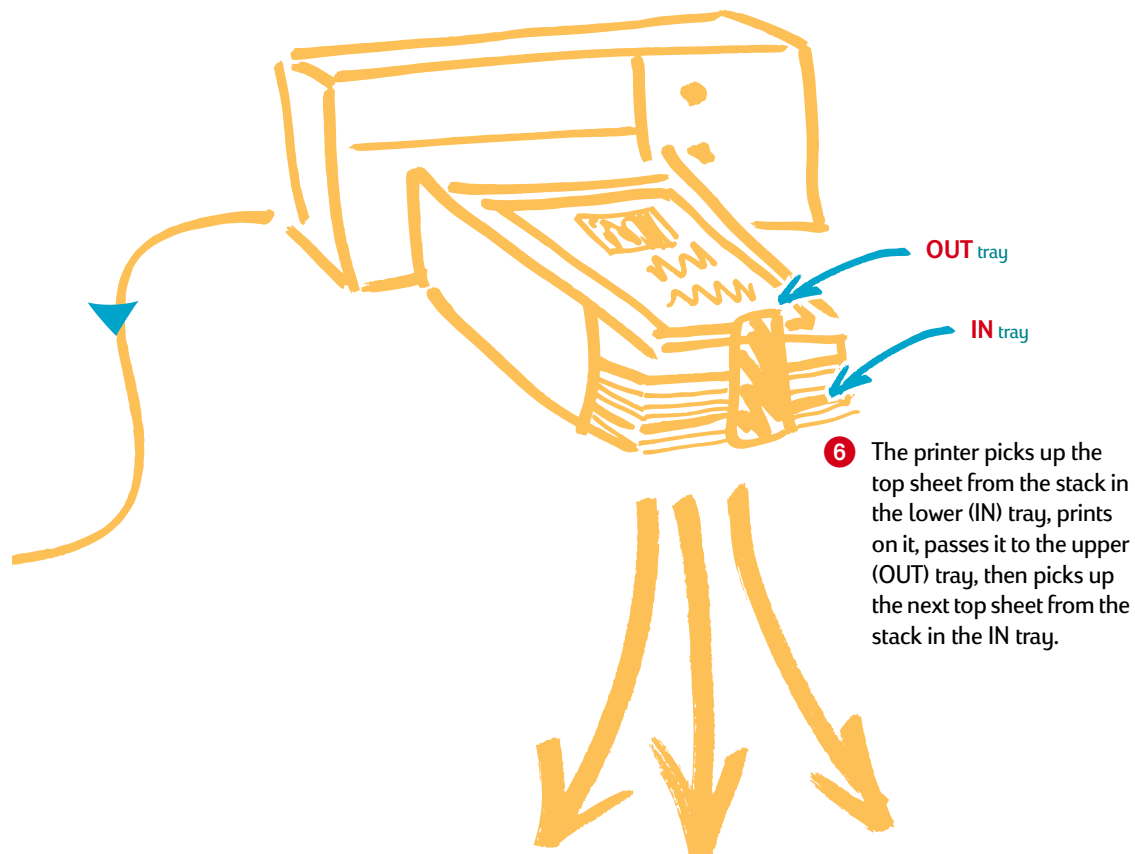
7 Your printer prints at different speeds, depending on the complexity of the job and the print quality you have chosen. Graphics and color printing takes longer than black and white printing.

To learn more about what your printer can do for you, see these pages:

Banners
See page 25.

Cards
See page 38.

Envelopes
See page 29.

Labels
See page 36.

Paper
See page 5.

Photographs
See page 19.

Transparencies
See page 33.

2 Printing Basics

How to choose paper

How to put the paper in the printer

How to print on standard paper sizes

How to flip a document

About color

About photographs and pictures

In this chapter

Although your printer can do some pretty fancy stuff, most of the time you'll be printing words and pictures on paper. The process is simple: just choose the paper you want to use, put it in your printer, and print from the software program you're using on your computer.

If you want to know more about the printing basics, including how to print a photograph, read on.

How to choose paper

Most plain photocopy paper works fine in your printer, particularly paper that is marked for use in inkjet printers. To get the best results, use one of the Hewlett-Packard papers, which were developed especially for HP inks and your printer.

What to consider:

● **Size.** You can use any size paper that fits easily within the paper adjusters of the printer.

width = 5 to 8.5 inches
(127 to 215 mm)

length = 6 to 14 inches
(152 to 356 mm)
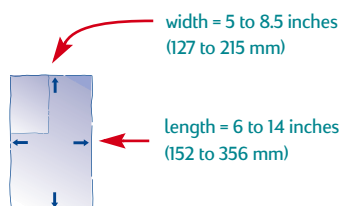
● **Weight.** You can choose from a wide range of paper weights. Use 20-24 lb or 75-90 g/m^2 plain paper for multipurpose, everyday use.

● **Brightness.** Some papers are whiter than others and produce sharper, more vibrant colors. Use HP Photo Paper or HP Premium Photo Paper for printing photographs and documents with photographs; use white paper, such as HP Bright White Inkjet Paper for everyday color printing.

● **Surface smoothness.** The smoothness of the paper affects how crisp the printing looks on the paper. Paper with a high cotton content (25% to 100%) tends to offer greater surface smoothness. Glossy, coated paper works well for pictures and charts (where you want crisp lines with intense, high-quality colors) and for photocopying.

● **Opacity.** Opacity refers to the degree to which printing on one side of the paper shows through to the other side. Use paper high in opacity (or thicker paper) for two-sided printing.

Paper Pointer

Get the right paper

Use Hewlett-Packard paper when you want the most vivid color and the sharpest text; it's an especially good investment when you plan to make copies. Look for it at any office or computer supply store, or call HP Direct. See page 62 for the phone number nearest you.

For something beyond pure white, explore local office supply and paper stores. Or browse computer magazines for the names of companies that offer paper by mail. Most mail order companies sell a sampler kit of every paper they stock to give you a library of papers that fit most any need.

The best paper for photographs

Use HP Photo Paper or HP Premium Photo Paper for the best-looking printed photographs.

How to put the paper in the printer

The lower (IN) tray is the printer's launch pad. Careful preparation ensures a successful journey. Make sure all the paper in the tray is the same size and is stacked neatly and snugly for a smooth take-off.
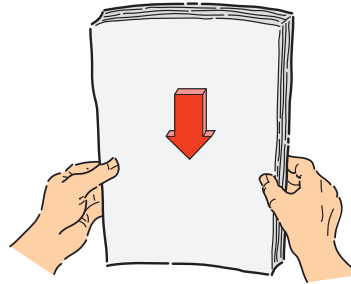
Let's walk through the process step-by-step:

1 Slide out the paper-width and paper-length adjusters to make room for the paper.

Do this no matter what size paper you're using.

Paper-width adjuster

Paper-length adjuster
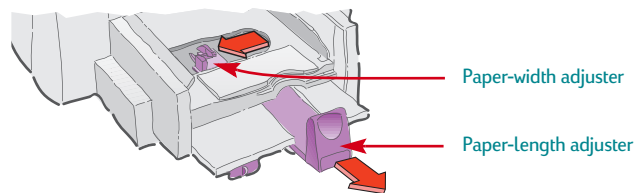
2 Fan the edges of the paper stack to separate the pages. Then tap the stack on a flat surface to even it.
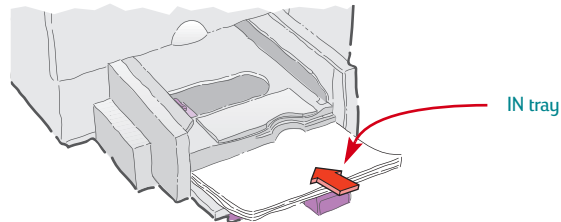

Paper Pointer

Paper that won't work

- Highly-textured stock, such as linen, might not print evenly; the ink might bleed into these papers.

- Extremely smooth, shiny, or coated papers not specifically designed for an inkjet printer might jam the printer and might actually *repel* ink.

- Multi-part forms (such as duplicate or triplicate forms) could wrinkle in the printer or get stuck; the ink is also more likely to smear.

- Paper in poor condition—with tears, dust, wrinkles, or curled or bent edges, or that doesn't lie flat— could jam the printer.
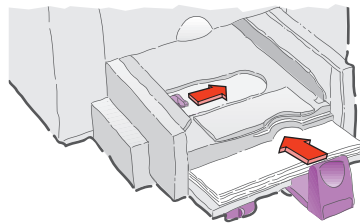
3 Put the paper in the lower (IN) tray, print side down.

Most paper prints better on one side than on the other. The print side is usually indicated on the paper package.

IN tray

4 Slide the paper adjusters so that they fit snugly against the edges of the paper.

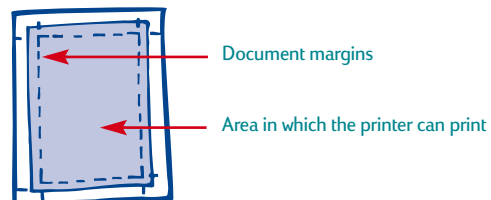Make sure the paper still lies flat in the tray.

Paper Pointer

Printing zone

Your printer can't print right to the edge of the paper. Be sure to set the margins so that the document falls within the printable area, or part of it might be cut off. For details, see page 59.
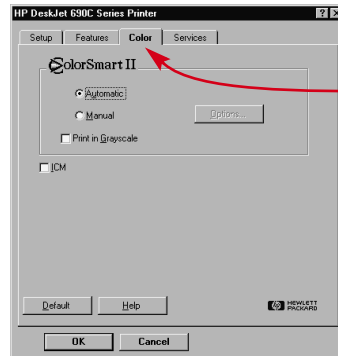

Document margins

Area in which the printer can print

How to print on standard paper sizes

1 Check your print settings.

Choose your print settings in the HP print settings dialog box. (See page 41 to find out how to get to the box.)
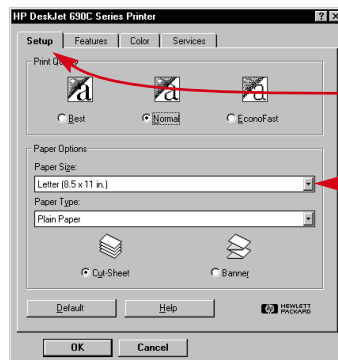
Choose color options on the *Color* tab.

Click the *Color* tab.

Depending on the operating system on your computer, your boxes might differ from the Windows 95 boxes shown throughout this document and the setup guide.

Choose print quality, paper size, paper type, and banner printing, on the *Setup* tab.

Click the *Setup* tab.

First click the down arrow, and then click your selection.
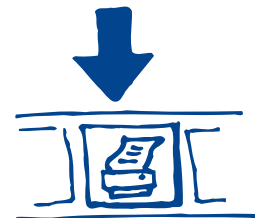
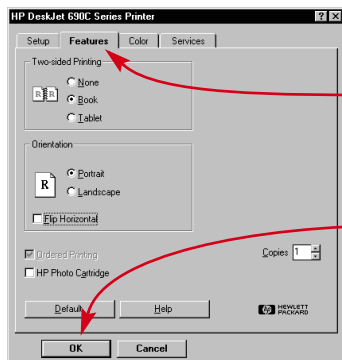*Handy Hints*

Printing from MS-DOS

For information about printing from MS-DOS software programs, see page 64.

Click 'n' go

Look for this Print button at the top of your screen in your software programs — simply click it to print one copy using the last print settings.

Choose two-sided printing, orientation, and flip horizontal options on the *Features* tab.
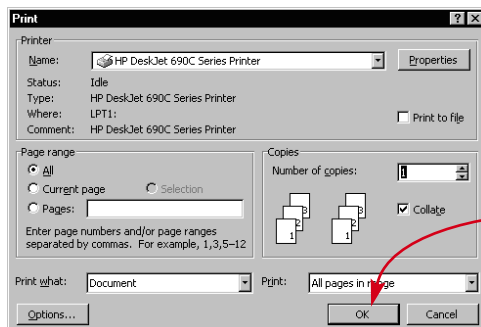
Click the *Features* tab.

Click *OK* to save.

2 Click *OK* in the Print box of your software program to save your settings and start printing.

You might need to click *File* and then click *Print* to reach the Print box.

Click *OK*.

That's all there is to it. The printer prints one page at a time until it finishes, delivering each printed page neatly into the printer's upper (OUT) tray.

Handy Hints

Seeing fonts close up

Most software programs only give you a peek at the way a font looks. But if you're working in Windows 95, Windows 98, or Windows NT 4.0, it's easy to print a sample page of each font. Simply click *Start* and then click *Settings*. Click *Control Panel* and then double-click *Fonts*. Double-click any font for which you want to preview and print a sample.

While you're printing

It takes a few moments for the printing to start, because the printer is receiving information from the computer. During printing, the printer might pause occasionally to receive more information. (Don't worry, it's normal.)

If you run out of paper before you're finished

The printer prompts you to add more paper. Put the paper in the lower (IN) tray and press Resume 🔲.

If you want to check the printing progress

Double-click the HP Toolbox icon, which appears at the bottom of the screen in the taskbar (Windows 95, Windows 98, and Windows NT 4.0) or on the desktop (Windows 3.1*x*) every time you start a print job.

HP Toolbox icon

Click the *Printer Services* tab to see which page is printing.
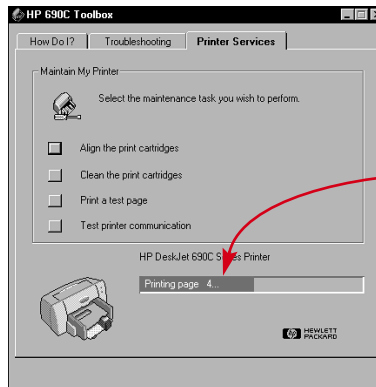
Printing information

What If ?

The paper is stuck in the printer

First, turn the printer off and click *Cancel Printing* (if a message appears on your screen). Pull all the jammed or torn paper from the printer. Turn the printer back on, and print the document again.

You just get black and shades of gray instead of color

Perhaps the color printing is turned off. On the *Color* tab of the HP print settings dialog box, make sure the *Print in Grayscale* check box is not selected (does not contain a "✓").

If something goes wrong

Sometimes, in spite of your best efforts, something goes wrong during printing. Maybe a sheet of paper jams in the printer or nothing happens at all.

● If the printer detects a problem, it displays a message on your screen.
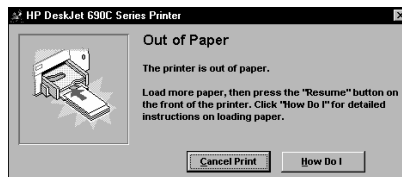
● If you notice that something is wrong, click the *Troubleshooting* tab in the HP Toolbox and follow the instructions on the screen. (See page 44 to find out how to get to the HP Toolbox.)

Click the *Troubleshooting* tab.

What If
?
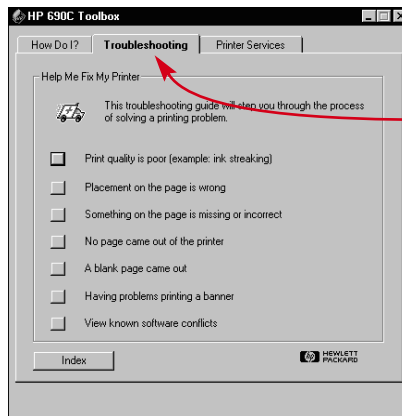
The printouts are smeared or uneven

First, check the print cartridges—they might be dirty or low on ink. To find out how to clean or replace them, see the instructions beginning on page 55.

How to print on nonstandard paper sizes

Most of the time, when you print on plain paper, cards, labels, and envelopes, you select one of the standard sizes in the *Paper Size* box on the *Setup* tab of the HP print settings dialog box. However, you're not limited 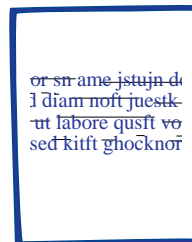to the sizes listed. Just make sure that the size of the paper falls within the following dimensions (so both of the printer rollers can pick up the paper):

Width: 5 to 8.5 inches (127 to 215 mm) with card guide down
4 to 8.5 inches (100 to 215 mm) with card guide up
Length: 6 to 14 inches (152 to 356 mm)

Then follow these steps:

1 In the HP print settings dialog box, click the *Setup* tab, and then select *Custom* in the *Paper Size* list. (See page 41 to find out how to get to the HP print settings dialog box.)

Click *Custom*.
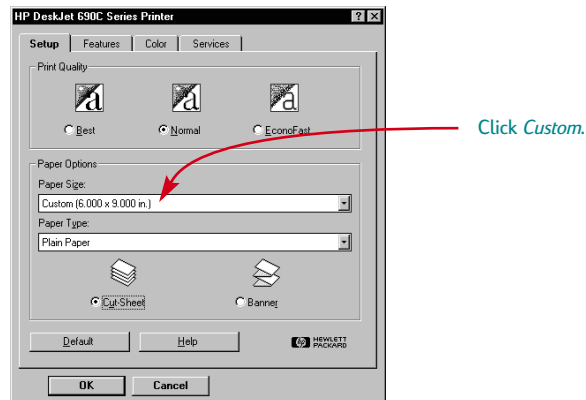
Paper Pointer

Make your own notepads

Design and print your own notepad; then copy it and trim the paper into the right size sheets. Have your local copy center turn them into pads or pad them yourself. Look under Printing Supplies in your telephone directory to find a source for the special glue called "padding compound."
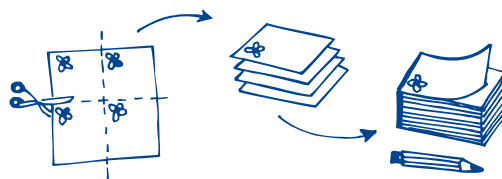
2 Type the dimensions of the paper in the *Custom Paper Size* dialog box, and click *OK*.
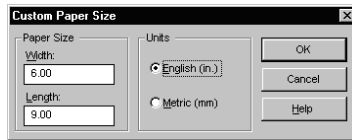
3 Put the paper in the printer, and print as you would for normal paper sizes.

AFTER PRINTING

Change the paper size back to *Letter*, or *A4*, or whatever paper size you plan to print on next.

How to print on both sides of the paper

The easiest way to save paper is to print on both sides. Just put the paper through the printer twice: the first time through it prints the odd-numbered pages and the second time through it prints the even.

1 Put the paper in the lower (IN) tray.

Make sure that there's no paper in the upper (OUT) tray.

2 In the HP print settings dialog box, click the *Setup* tab, and click *Plain Paper* or *HP Photo Paper* as the paper type. (See page 41 to find out how to get to the HP print settings dialog box.)
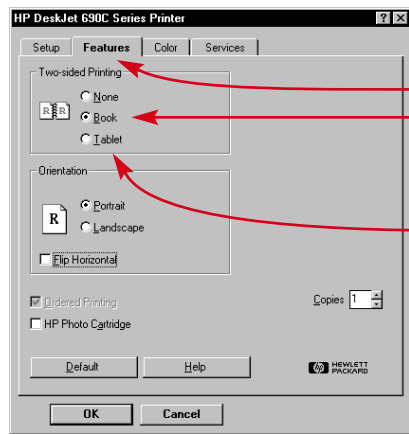
3 Click the *Features* tab and then click *Book* or *Tablet*.

Click the *Features* tab.

Click *Book* so the sheets can be bound on the left.

Click *Tablet* so the sheets can be bound at the top.

4 Print your document.

The printer automatically prints only the odd-numbered pages.

What paper works best for double-sided printing

Look for any paper in which pictures and text printed on one side don't show through on the other. Collect samples that are heavier than 24 lb (90 g/m^2) paper, and test them to make sure they meet your needs.

What If

?

The second side printed like this

● You might have chosen *Tablet* instead of *Book* on the HP print settings dialog box. (See step 3 above.)

● You might have forgotten to rotate the paper after the first side printed. Print the document again, carefully following the directions on your screen.

5 Put the printed pages back in the lower (IN) tray of the printer.

A message on your screen tells you which direction to put the printed pages back in the printer. The following illustration shows how to put the paper back in the printer for portrait orientation and the *Book* option.

Book option
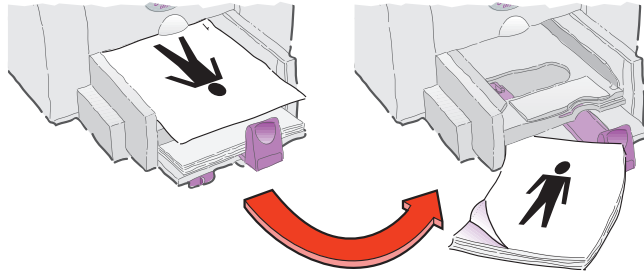
Odd-numbered pages print first.   Reload to print the even-numbered pages.

Tablet option
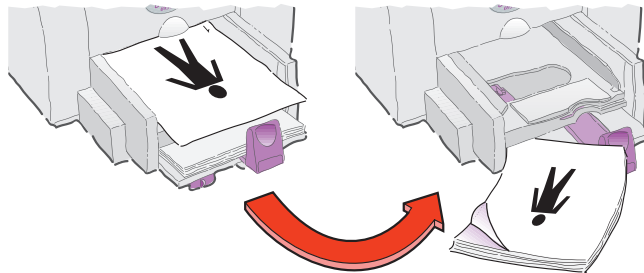
Odd-numbered pages print first.   Reload to print the even-numbered pages.

6 When the paper is ready, click *Continue*.

AFTER PRINTING

Change the *Two-Sided Printing* option back to *None*.

What If **?**

Both pages printed on one side of the paper

You put the paper print side down when you replaced it in the printer. Print your document again, carefully following the message on your screen.

The ink smeared

The ink might not have dried completely, so wait a little longer before you print the second side. You can shorten drying times by reducing the quality of the printing—for example, from *Normal* to *EconoFast* mode. (Directions for changing print quality begin on page 41.)

How to flip a document

When you print a flipped document, the text and pictures are reversed, so they'll be correct when transferred. (See the bottom of this page for some ideas about using flipped documents.)

The original

The flipped document

1. Put the paper in the lower (IN) tray, print side down.

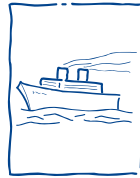If you're using transparencies or special paper, you might need to follow additional directions. (See page 33 for information about printing transparencies.)

2. In the HP print settings dialog box, click the *Features* tab, and then click *Flip Horizontal*. (See page 41 to find out how to get to the HP print settings dialog box.)
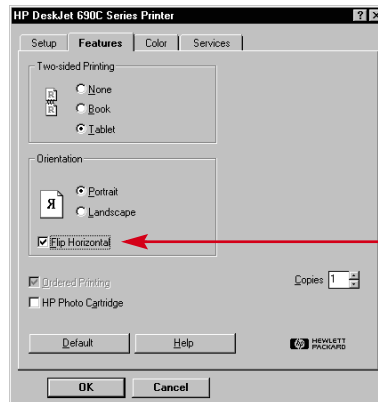
Click *Flip Horizontal.*

Handy Hints

Better than a card

Make a t-shirt for that special birthday or your child's team. Use a photograph you took or a design of your own. And why stop at t-shirts? Transfer images to aprons, pillow covers, or light-weight jackets.

Call a computer or office supply store for HP Iron-On T-Shirt Transfers. Get a 100%-cotton or poly-cotton t-shirt—light colors work best. Then put your photograph or design in a computer document. (To find out how to do this, see page 19.)

Now print using the Flip Horizontal option. Be sure to place the transfer paper *blank side down* in the printer. Use the color and photo cartridges with *Plain Paper* or *HP Premium Inkjet Paper* print settings.

3 Print your document.

The text and pictures are backwards. Hold it up to a mirror to see how the final product will look.

AFTER PRINTING

1 In the *Features* tab of the HP print settings dialog box, click *Flip Horizontal* to remove the checkmark.

2 If you used transparencies or special paper, replace it with your everyday paper.

Handy Hints

Protect your transparencies

Sometimes you want to make notes right on a transparency as you talk, but you risk damaging it. If you print the transparency as a flipped document, you'll be able to project it so you can make your notations on the back. Now, it's easy to wipe off the notes without scratching the original.

What If

The letters on my transfer aren't reversed

You forgot to click *Flip Horizontal* on the *Features* tab of the print settings dialog box. Repeat step 2 on the previous page, and print the transfer again.

About color

Believe it or not, your color printer prints with only four colors—cyan, magenta, yellow, and black. By printing overlapping dots of different intensity and color, it creates practically any color you can imagine.

Cyan   Magenta   Yellow   Black

Your printer is especially smart about printing color. (That's why HP called the technology ColorSmart™!) When you print a document in color, the printer marks each element in your document—text, full-color photographs, and graphics (such as pie charts with solid blocks of color)—and renders each at its vivid best. (If you use the photo cartridge when you print color photographs, you'll get photo-quality images!) Not only is the color quality high, for whatever you're printing, but it's also less expensive than making color copies at a copy shop.

How to turn off color

The color text and pictures that you create in your documents automatically print in color. You can print drafts of your color documents in grayscale if you're going to photocopy them or if you want to save time and ink.

- In the HP print settings dialog box, click the *Color* tab, and then click *Print in Grayscale.*

     ☑ Print in Grayscale   ←   A "✓" means that color is turned off.

Now your color documents print in shades of gray until you change the setting. For faster draft printing in grayscale, use the black print cartridge, not the photo cartridge.

What If ?

The printed colors don't match the screen colors

Because of the physics of how color is made on screen (with light) and at the printer (with dyes and pigments), there might always be a slight mismatch.

However, if the differences are dramatic the wrong cartridge might be in the printer—insert the photo cartridge for printing photographs; insert the black print cartridge for printing other pictures and text.

The colors aren't as vivid as they should be

The printer might be low on ink. Or you might be printing on the wrong side of the paper. If turning the paper over makes no difference, change the quality of printing to *Best*. If you're using a special paper, change the *Paper Type* setting to match the paper. (Step 1 in *How to print on standard paper sizes* on page 8 tells how.)
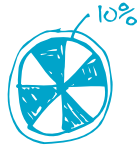
About photographs and pictures

Pictures (also called *graphics*) include photographs, illustrations, charts, and decorative elements.
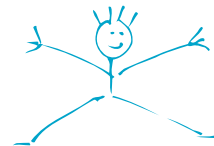
Photographs	Charts and Graphs	Decorative elements	Illustrations

How to get a picture on your computer

To put a picture in a computer document, you first need to convert it into an electronic form (a computer file). Then it's simple to copy it into a document—the guide for the application you're using tells you how. Here are some possibilities for getting your pictures into an electronic form:

- Draw the pictures, using the drawing tools in a software application.

- Use ready-made clip art. You can purchase libraries of clip art from a variety of sources or browse the Internet for what's available there. See "Need a picture?" below for more ideas.

Handy Hints

Need a picture?

Look through computer magazines for the names of companies that sell clip art. They'll be happy to send you full-color pictures of their extensive offerings. The only limits will be your desire and pocket-book! Or browse in the art sections of bookstores for books of copyright-free pictures such as old-fashioned illustrations, engravings, or elaborate alphabets.

Remember that it is against the law to copy any photograph unless you have been given specific permission to do so by the person or company who owns the negative.

● Scan the pictures yourself. Use your own scanner or gather your pictures together and rent a scanner at a local copy shop.
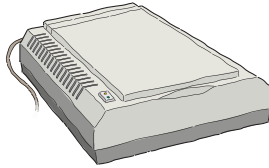
● Get your photos scanned at your local camera shop. For a small fee, you can have an entire roll of photos put on a CD. Be sure to ask your camera shop to also put a CD-viewing program on the CD with your photos.
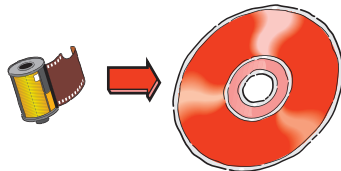
● Take a digital photo. A digital camera bypasses film entirely and turns the photo into a computer file. Call a full-service copy shop or a camera supply store about renting one.
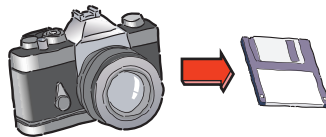
Paper Pointer

Make a good impression

Use HP Photo Paper or HP Premium Photo Paper for best results when you're printing with the photo cartridge. HP Photo Paper is heavyweight and ideal for two-sided photo projects. HP Premium Photo Paper looks and feels like traditional photo paper. It is ideal for family portraits, reprints, and enlargements. Look for them at any office or computer supply store, or call HP Direct. See page 62 for the phone number nearest you.

Wrap it up

For a small gift, design and make your own wrapping paper by copying your company logo or your child's drawing over an entire page.
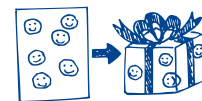
How to print a photograph

Each time you print photographs, you replace the black print cartridge with the photo cartridge. Therefore, it makes sense to save photographs and print them in a single printing session.
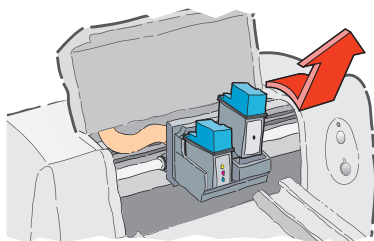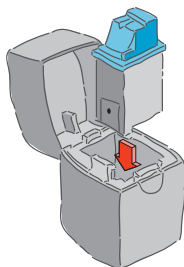
First, put the photo cartridge in the printer:

1 With the printer turned on, open the top cover.

The cartridge cradles move to the center of the printer and the Resume ⬛ light flashes.

2 Pull the top of the black print cartridge toward you until it pops loose. Then lift it from its cradle.

3 Store the black print cartridge in the print cartridge storage container.

Handy Hints

Protect your cartridges

Always store the cartridge that you're not using in the storage container. It's specially designed to protect the ink nozzles from damage and to keep the ink from drying out.

Make a great calendar

The sturdy quality of HP Photo Paper makes it ideal for a photographic calendar. Print the photographs on the glossy side and the monthly grid on the matte side. Then take the printed pages to a copy shop to have them bound with a spiral or comb binding.

Glossy side

Matte side
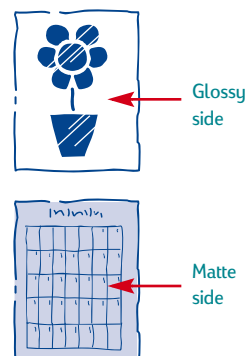
④ Place the photo cartridge into the now-empty cartridge cradle, and push it back into position.

You hear a click when the cartridge sits snugly in its cradle.

⑤ Close the printer's top cover.

The cradles return to their home position on the right side of the printer and the Resume 🔲 light stops flashing.

Next, align the cartridges:

● If you're using a new cartridge, align the cartridges as described in step 7 of the setup guide.

● Use plain paper when aligning the cartridges to save your HP Photo Paper.

What If
?

Pictures take longer than you expect to print, or they don't print at all
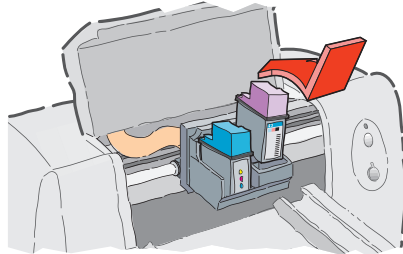
Be patient. Because of their complexity, pictures (particularly color photographs) can take a long time to print.

If you're printing a draft, you can speed up printing by using *EconoFast* print quality (directions begin on page 41), though the quality won't be the best. Or you can turn off color altogether and use the black print cartridge for a fast, inexpensive black draft.

Now, print your photograph:

1. If you are using HP Photo Paper or HP Premium Photo Paper: In the *Setup* tab of the HP print settings dialog box, click *HP Photo Paper* or *HP Premium Photo Paper* for the Paper Type. (See page 41 to find out how to get to the HP print settings dialog box.)

2. Put the HP Photo Paper in the lower (IN) tray, ensuring that the side on which you want to print is facing down.

3. Print your document containing the photographs.

AFTER PRINTING

1. Remove the photo cartridge out of the printer and replace it with the black print cartridge. Store the photo cartridge in the storage container.

2. If you used any special paper, remove it from the lower (IN) tray and replace it with plain paper.

3. Reset the printer's other options for whatever you'll be printing next.

What If ?

The colors in the photograph aren't what you expected and the shadows are missing

Be sure you put the photo cartridge in the printer. Follow the steps on pages 21–23 and print the photograph again.

Pictures don't look as crisp as the scanned original

- The picture might have been scanned at a higher number of dots per inch (dpi) than your printer can print. To get the best results, scan photographs at 150 or 300 dpi. If you scan them at a higher dpi, the print quality is not improved and the pictures actually take longer to print.

- You might be printing photographs with the black print cartridge rather than the photo cartridge.

3 Printing on Different Kinds of Paper

Banners

Envelopes

Transparencies

Labels

Cards

In this chapter

With the printing basics down, you're ready for some fun. Here's more of what your printer can do:

- Print banners to welcome back the home team.
- Print a stack of envelopes or print one envelope at a time.
- Print transparencies for that important presentation.
- Print labels—a quick way to get those monthly mass mailings out the door.
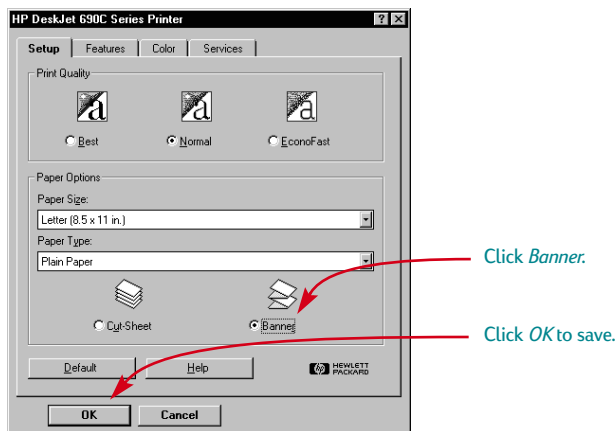- Print your favorite family recipes on index cards.

Banners

*In general, the color and black print cartridges are used when printing a banner.*

We encourage you to use HP Banner Paper for the very best results. However, if you use computer or z-fold paper for your banners, we recommend that you use 20 lb or 75 g/m^2 paper. Always do a good job of fanning the paper before loading it.

1 Create your banner in any software program that lets you make banners.

2 Click the *Setup* tab and then click *Banner* in the HP print settings dialog box. (See page 41 for how to get to the HP print settings dialog box.)

Click *Banner*.

Click *OK* to save.

3 Slide the banner lever to the right until it clicks into place.

Slide the banner lever to the right.
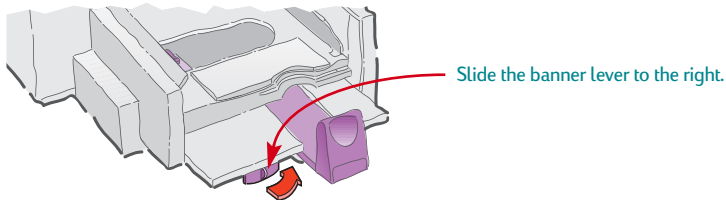
Paper Pointer

Your best bet

If you use HP Banner Paper, your banners print with fewer paper jams, brighter color and denser blacks. It's easy to use, too—you don't have to tear off those pesky perforated strips! Look for HP Banner Paper at any office supply store, or call HP Direct. See page 62 for the phone number nearest you.

If you don't use HP Banner Paper, use 20 lb or 75 g/m^2 paper. Expect problems with lighter or heavier paper.

Banner paper that won't work

Avoid coated paper—for example, paper that's colored on one side and not on the other.

4 Remove all paper from the lower (IN) tray and flip up the banner support in the upper (OUT) tray.

Flip up the banner support.
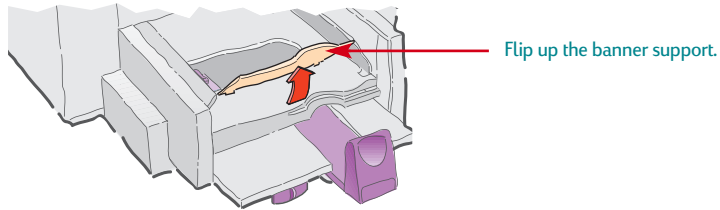
5 Get the banner paper ready for the printer:

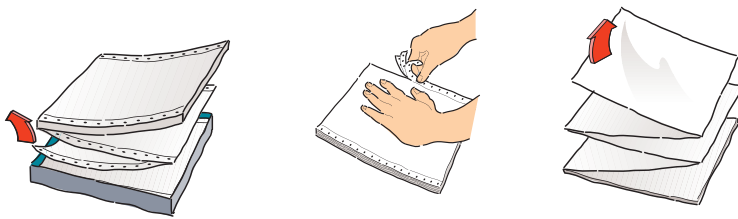● From the stack of banner paper, tear off at least one more sheet than you need to print the banner. The stack of banner paper must contain a minimum of 10 sheets.

● Tear off the perforated strips, if any exist.

● Unfold and refold the stack so the pages don't stick together in the printer.

What If

?

The banner has a big gap or a crease where you don't expect it

The printer may be picking up more than one sheet of paper at a time. Take the paper out and then unfold and refold the stack. Make sure you have at least 10 sheets of paper in the printer. Also be sure the top and bottom margins are set to zero in your banner program. Print it again.

The printer jams while printing the banner

● You did not select *Banner* in the HP print settings dialog box. Follow the directions in step 2 on page 25, and try printing again.

● Try putting in more than 10, but less than 20 sheets of paper into the lower (IN) tray.

● Make sure the banner support is up.

6 Put the paper in the lower (IN) tray so that the torn edge is at the top of the stack, and facing into the printer.

Torn edge
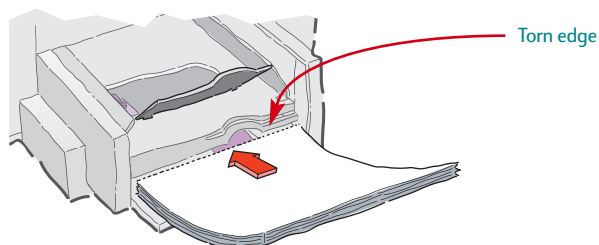
7 Print your banner.

You'll notice that the printer and banner paper go through some start-up movements—don't worry, it's normal. Also, banner printing takes a while; it might be several minutes before you see the results.

8 After your banner prints, press Resume 📄 as many times as needed until all the banner paper is out of the printer.

Resume 📄 button
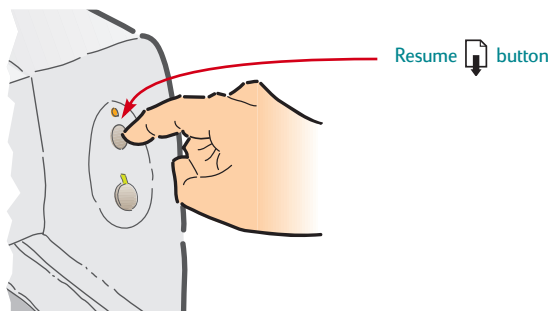
What If

?

You get a message that says you're out of paper, but you're not

You did not push in the paper-length adjuster all the way. Make sure it's snug against the paper, and then try printing again.

The text is fuzzy after printing a banner

If the print quality seems especially poor when you switch from banner printing, you might have forgotten to reset the printer for cut-sheet paper.

AFTER PRINTING

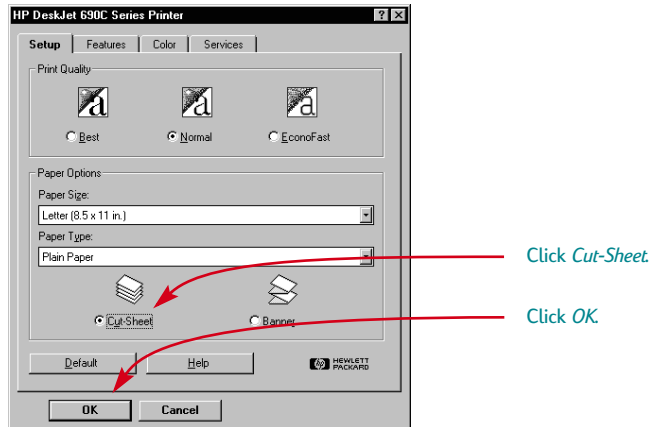Reset both the printer and the printer settings for plain paper or for whatever you'll be printing next:

● In the *Setup* tab of the HP print settings dialog box, click *Cut-Sheet*, and then click *OK* to save the setting.

Click *Cut-Sheet.*

Click *OK.*

● Slide the banner lever to the left until it clicks into place.

● Lower the banner support.

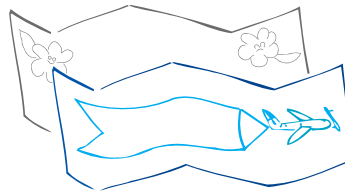● Put plain paper in the lower (IN) tray.

Handy Hints

Think big!

● When you make a banner, remember that it is meant to be seen from a distance. Delicacy, intimate details, and subtlety often disappear at a distance.

● Keep the banner simple—try using just a few words, one big picture, and large, bold fonts.

● Use high-contrast pictures without a lot of detail.

Envelopes

Your printer provides two methods for printing envelopes:

● If you're printing a single envelope, you can use the single-envelope slot and leave your paper in the lower (IN) tray. This allows you to print the envelope and then a letter.

● If you're printing a stack of envelopes, use the lower (IN) tray.

How to print a single envelope

1 In the HP print settings dialog box, click the *Setup* tab, and then select an envelope size in the *Paper Size* drop-down box. (See page 41 for how to get to the HP print settings dialog box.)

Select an envelope.

Click *OK.*
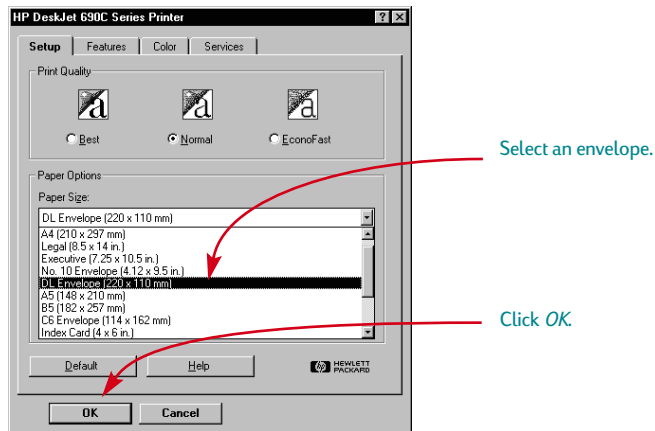
Paper Pointer

Envelopes that won't work

Steer clear of shiny or embossed envelopes, or those that have clasps or windows. (For these types of envelopes, use transparent labels instead.) Also, envelopes with thick, irregular, or curled edges or with areas that are wrinkled, torn, or otherwise damaged could get stuck in the printer.

Wrap a letter

An envelope is like gift wrap: It can impress and intrigue, provoking the receiver to open it. You can buy envelopes made from recycled, out-of-date maps or recycled art magazine pages. Browse a large stationery or paper-specialty store for them.
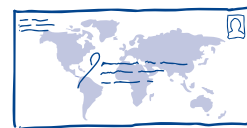
2 Slide the envelope into the single-envelope slot, as shown here, until it stops. Make sure there's paper in the lower (IN) tray.

Flap side up and flap to the right.
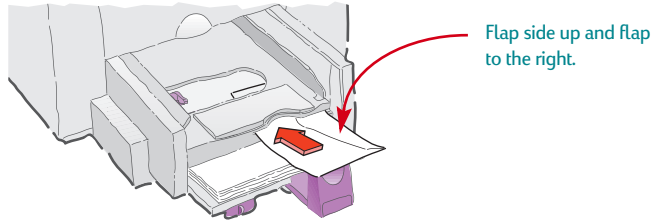
3 Print the envelope.

How to print a stack of envelopes

1 In the HP print settings dialog box, click the *Setup* tab, and then select the envelope you're printing on as the Paper Size. (See page 41 for how to get to the HP print settings dialog box.)

Select an envelope size.

Click *OK*.

HP DeskJet 690C Series Printer
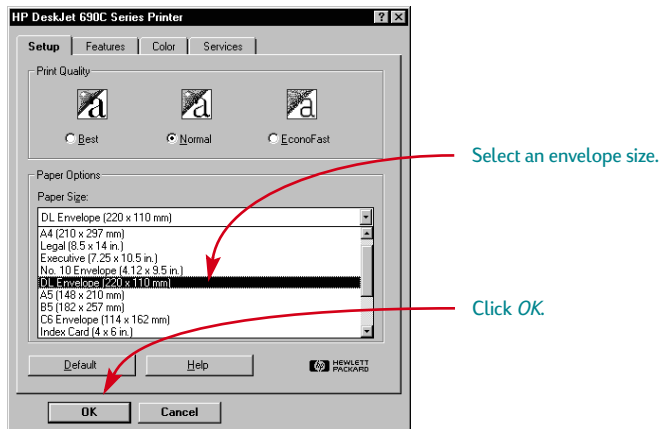
Setup | Features | Color | Services

Print Quality: Best / Normal / EconoFast

Paper Options — Paper Size:
DL Envelope (220 x 110 mm)
A4 (210 x 297 mm)
Legal (8.5 x 14 in.)
Executive (7.25 x 10.5 in.)
No. 10 Envelope (4.12 x 9.5 in.)
DL Envelope (220 x 110 mm)
A5 (148 x 210 mm)
B5 (182 x 257 mm)
C6 Envelope (114 x 162 mm)
Index Card (4 x 6 in.)

Default | Help | HEWLETT PACKARD

OK | Cancel

What If **?**

The envelope won't come out of the printer

It might be stuck on the card guide or banner support—make sure it's lying flat. If you're printing one envelope at a time, make sure paper is in the lower (IN) paper tray.

Your envelopes print like this

You might have put the envelope in wrong. Or you might not have selected an envelope in the *Setup* tab of the HP print settings dialog box. Or you might not have made a special adjustment required by your word processor—see the word processor's guide for instructions.
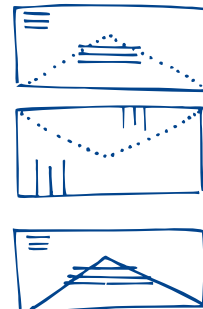
2 Slide both paper adjusters out.

Make sure the lower (IN) tray is empty.
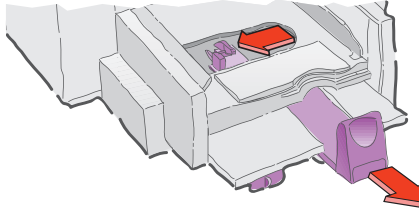
3 Put a stack of up to 20 envelopes in the printer, as shown below. (If you're using thick envelopes, you might need to reduce the quantity.)

Flap side up and flap to the right.
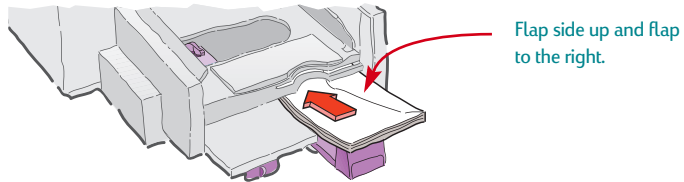
What If

?

You can't get the return address to print close to the left edge of the envelope

Your printer can't print all the way to the left edge. You can avoid this problem by using envelopes preprinted with your return address, by printing the address on a label, or by stamping it on.
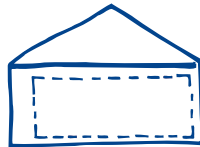
left = 0.84 inch (21 mm)

right = 0.04 inch (1 mm)

top = 0.125 inch (3.2 mm)

bottom = 0.125 inch (3.2 mm)

4 Slide the paper adjusters so that they fit snugly against the edges of the envelope.
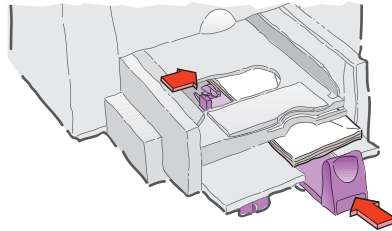
If you're printing on small envelopes such as Invitation A2 or C6, you need to lower the handle on the paper-length adjuster so that it slides under the upper (OUT) tray.
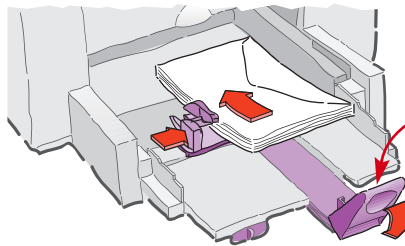
Press the lower-inside portion of the handle to release it.

5 Print the envelopes.

AFTER PRINTING

● Reset the *Paper Size* and *Paper Type* on the *Setup* tab of the HP print settings dialog box for whatever you'll be printing on next.

Handy Hints

HP on the Web

You can get the latest product information, troubleshoot problems, and download the latest printer software from the HP Web site at *http://www.hp.com* or *http://www.hp.com/go/ peripherals.*
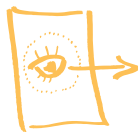
Transparencies

For best results, use HP Premium Inkjet Rapid-Dry Transparencies, or transparencies specifically designed for inkjet printers, for your overhead presentations.

1 In the HP print settings dialog box, click the *Setup* tab, then select *HP Transparency* as the Paper Type. (See page 41 for how to get to the HP print settings dialog box.)
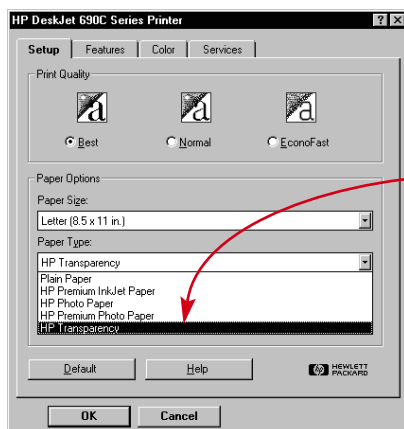
Select *HP Transparency*.

Paper Pointer

Your best bet

The film coating on HP Premium Inkjet Rapid-Dry Transparencies is especially developed to work with HP inks, giving you crisp images and text and the fastest drying time. In addition, they won't jam your printer. Look for them at any office supply store, or call HP Direct. See page 62 for the phone number nearest you.

2 Make sure *Best* is selected as the Print Quality.

It isn't absolutely necessary to use the *Best* Print Quality, but it'll give you the best results. If you're in a hurry, use *Normal* Print Quality.

Best print quality.

Click *OK.*
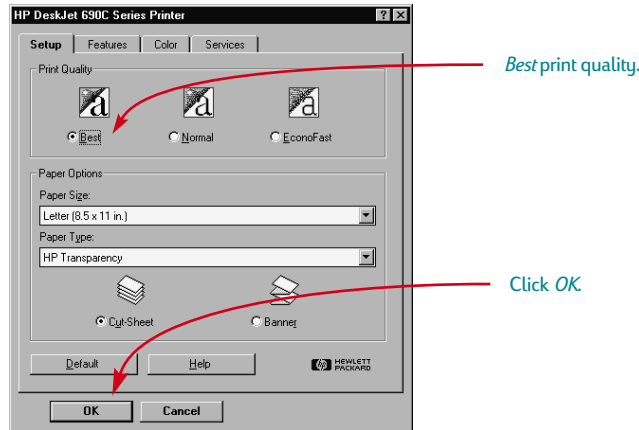
3 Put the transparencies in your printer with the rough side down and the adhesive strip forward. (You can peel off the adhesive strip after printing.)

Adhesive strip forward; tape side up

Rough side down

What If **?**
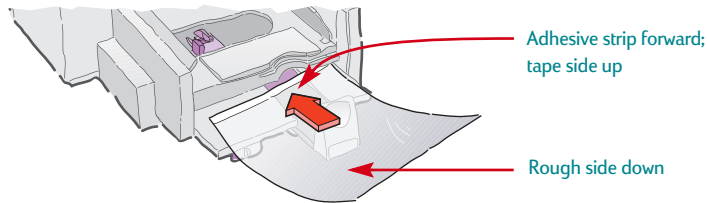
The ink never dries or there are cracks in the solid blocks of color

- You printed on the wrong side of the transparency. Make sure to put it in the printer with the rough side down.

- You might be printing on a transparency that wasn't designed for an inkjet printer.

4 Slide in the paper adjusters, just as you would for plain paper.

5 Print the transparency.

6 Be patient.

Because the printer uses more ink, lays the colors down more slowly, and allows for a longer drying time between sheets, transparencies take awhile to print.

AFTER PRINTING

● Remember to change the Paper Type back to *Plain Paper* or whatever you'll be printing on next.

● Remember to change the Print Quality back to *Normal* or whatever is appropriate for what you'll be printing next.

What If

?

The quality isn't what you were expecting

You might not have chosen the right paper type and print quality. Follow the steps on pages 33–35, and try printing again.

Labels

You can use your HP DeskJet printer to print sheets of labels. We recommend Avery InkJet Labels which are designed for your inkjet printer.

Some programs provide a mailing-label feature that you can use to automatically format labels.

1 Click the *Setup* tab in the HP print settings dialog box. Then select *Plain Paper* as the Paper Type and *Letter* or *A4* as the Paper Size. (See page 41 for how to get to the HP print settings dialog box.)
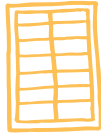
2 Then select *Normal* as the Print Quality.
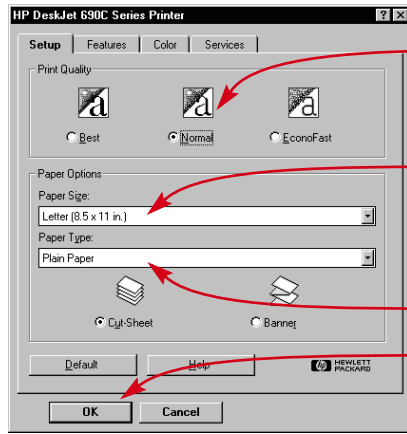
Click *Normal.*

Select *Letter* or *A4.*

Select *Plain Paper.*

Click *OK.*

3 Fan the edges of the label sheets to separate them.

Paper Pointer

Labels that work

Use only U.S. letter- or A4-size sheets of labels. It's particularly important to pick labels that are made especially for inkjet printers. Otherwise, labels could peel off in your printer or the ink might not dry.

Labels that won't work

Sheets of labels that are folded, curled, wrinkled, or partially used can get stuck in the printer.

Labels that are over two years old or that have been exposed to extreme temperatures might not stick well because the glue has deteriorated.

Save on labels

To save on label sheets, print a test on ordinary paper. Then put the paper on top of the label sheet. Hold them up to the light to see how the text aligns on the label(s). Make adjustments as needed before printing on the label sheets.

4 In the lower (IN) tray, place up to 25 label sheets on top of about 5 sheets of plain paper of the same size.

Label sheets; label side down
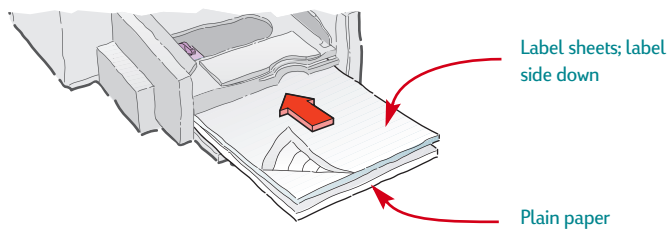
Plain paper

5 Slide the paper adjusters to fit snugly against the stack.

6 Print the labels.

AFTER PRINTING

You can leave the settings as they are if you're going to be printing on plain paper. You might want to change the Print Quality to *EconoFast* for printing drafts.

Ship it

Scan your logo in full color, and add it to your company address to print distinctive (and inexpensive!) labels for packages and manila envelopes. Avery makes both white and clear shipping labels for inkjet printers.
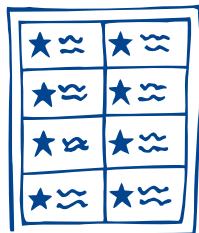
Zany stickers

Page-size label paper is great stuff:

● Make a long sticker by printing across the width of the label. (In your software program, set the orientation to *Landscape*.) Just make sure the label is made for use in inkjet printers.

● Make a bunch of stickers and print them. Cut out special shapes with wacky scissors available at most craft or art supply stores.

Cards

Use your printer to print on index cards or postcards—or any card size included in the Paper Size list on the *Setup* tab shown below. (You can print on other sized cards, too. The tip at the bottom of this page tells you how.)

1 In the HP print settings dialog box, click the *Setup* tab, and then select a card as the Paper Size. (See page 41 for how to get to the HP print settings dialog box.)

Select a card type.

Click *Ok.*
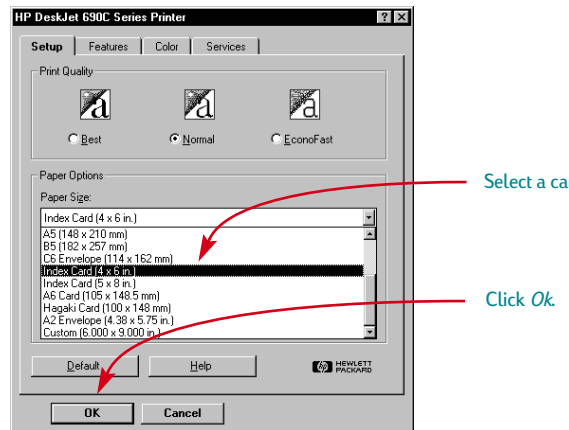
2 Remove the upper (OUT) tray and raise the card guide.

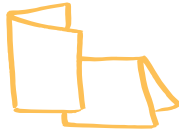Raise the card guide.

Remove the upper (OUT) tray.
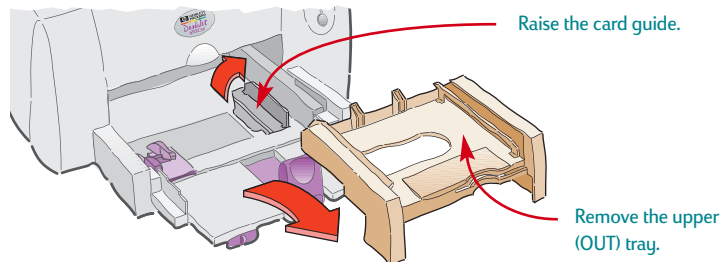
Paper Pointer

Printing nonstandard cards

If the dimensions of your card aren't the same as those shown in step 1 above, print it as for a nonstandard paper size (see page 12).

Card stock

You can choose from literally hundreds of cards with preprinted designs for every occasion—you just add your own personal message.

You'll also find letter-sized sheets of perforated business cards. Postcards come this way, too. Some of the cards have pre-printed designs for added style.

3 Put a stack of up to 30 cards in the lower (IN) tray.

Make sure the right edge of the card stack rests against the raised card guide.

4 Lower the handle on the paper-length adjuster so that it doesn't interfere when replacing the upper (OUT) tray.

Short edge forward

Press the lower-inside portion of the handle to release it.
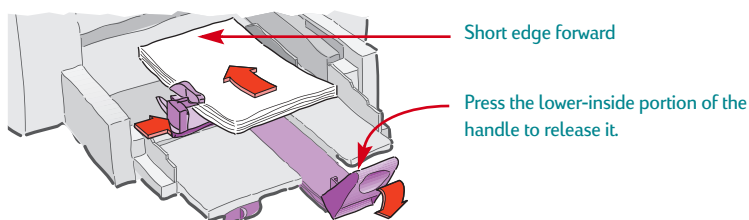
5 Slide the paper adjusters so that they fit snugly against the cards.
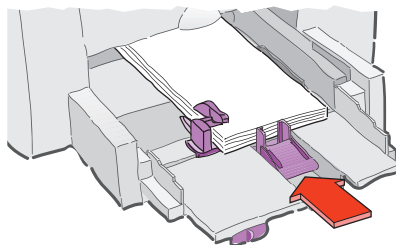
Paper Pointer

Making folded cards

HP makes Greeting Card Paper with 20 blank white sheets and matching envelopes. Create your own design and message in a program that can make folded cards. Print following the directions for printing on standard paper sizes on page 8. Then fold the paper into a card. Look for the HP Greeting Card Paper Kit at any office or computer supply store, or call HP Direct. See page 62 for the phone number nearest you.

6 Replace the upper (OUT) tray.

You might need to lift up the top cover a little to do this.
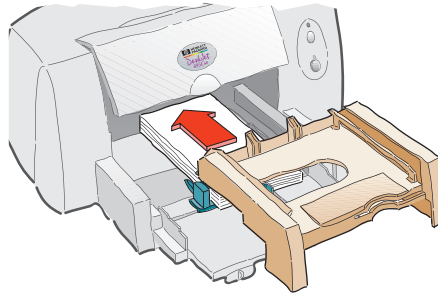
7 Print the cards.

AFTER PRINTING

- Return the card guide to the down position.

- Change the *Paper Type* and *Paper Size* in the HP print settings dialog box to match whatever you'll be printing next.

What If

?

The cards jam the printer

They might be caught on the banner support even though the support is lying flat. Try putting a few sheets of paper in the upper (OUT) tray of the printer to solve the problem.

You want your cards to print sideways

Change the orientation of the page to *Landscape* in your software program. (The software program guide tells you how.)

4 How to Get the Most Out of Your Printer

Open the HP print settings dialog box...

Where is it? The way you get to the box (labeled *HP DeskJet 690C Series Printer*) varies depending on the software program and the operating system you're using. Try these strategies from the File menu of your document, and you're sure to get there.

Try This

1 Click *File* and then click *Print*.
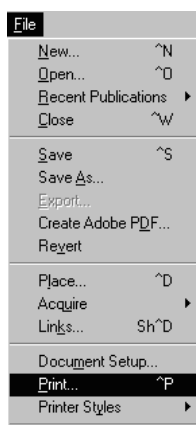
2 Then click whichever button you see—*Properties*, *Setup*, or *Printer*.
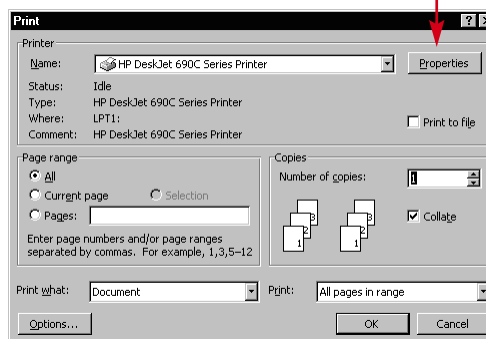
3 If you still don't see the box, click *Setup*, *Options*, or *Properties*.

...Or Try This

1 If *Print* isn't there, click *Printer Setup* or *Print Setup*.

2 Then click whichever button you see—*Setup* or *Options*.
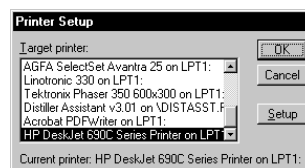
...then click a tab, and then click a setting.

Save time and ink.
Click *EconoFast*
print quality.

**Show your finished
work at its best.**
Click *Best* print quality.

**Save time and
color ink.**
Click here to print
drafts of color
documents in
shades of gray.

**Select the
appropriate
settings.**
Choose the
correct paper
size and type
for the job.

Fine-tune your printing.
Pick options to create the effect
you want.

**Save money and
trees.**
Print on both sides
of the paper.

Print clearly.
Align your black and color print cartridges,
and clean them when necessary.
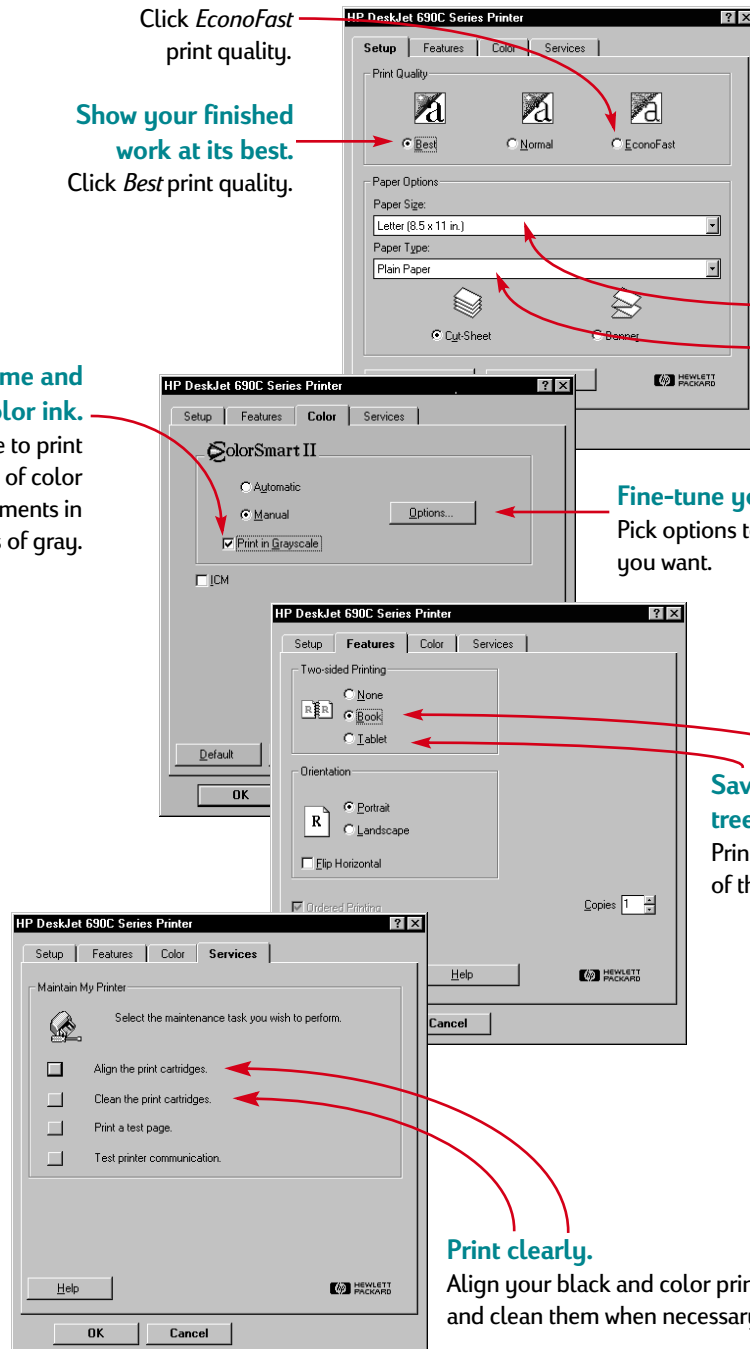
5 Getting Help When Things Go Wrong

The HP Toolbox

Troubleshooting with the HP Toolbox

What the buttons and lights do

HP Customer Support

In this chapter

You will find information on how to troubleshoot and solve problems with your printer. If you need additional assistance, this chapter tells you everything you need to know about contacting HP Customer Support.

The HP Toolbox

The HP Toolbox tells you how to print and how to troubleshoot your printing problems. It even aligns and cleans your print cartridges for you. For each Windows system, here are a couple of places to find it.

Windows 95, Windows 98, and Windows NT 4.0

Double-click the HP Toolbox shortcut icon. This shortcut is always on your desktop.

Click the HP Toolbox taskbar button. This button appears on the taskbar at the bottom of the screen when the HP Toolbox is open and whenever you're printing.

Start | My Computer | HP 690C Toolbox
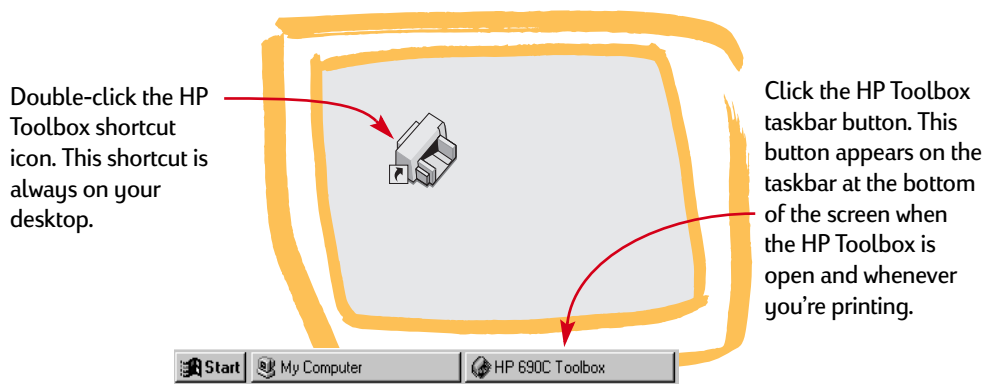
Windows 3.1*x*

If you close the HP Toolbox, it reappears when you're printing. You can also double-click the HP Toolbox icon in the HP DeskJet Utilities group in the Program Manager.

HP DeskJet Utilities

HP DeskJet 690C Toolbox

HP DeskJet 690C Release Notes

Double-click the HP Toolbox icon. It's on your desktop when you start your computer.

HP DeskJet 690C Series Toolbox
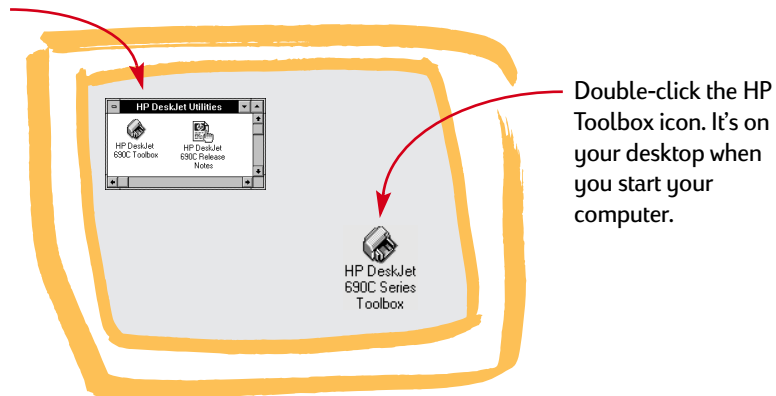
Troubleshooting with the HP Toolbox

When problems occur, the quickest way to find a solution is to use the "online" troubleshooting feature. With a few clicks of the mouse, you'll find your specific problem and details on how to fix it.

1 Double-click the HP Toolbox shortcut (or icon) on your desktop!

2 Then click the *Troubleshooting* tab.

HP 690C Toolbox

| How Do I? | **Troubleshooting** | Printer Services |

Help Me Fix My Printer

This troubleshooting guide will step you through the process of solving a printing problem.

- Print quality is poor (example: ink streaking)
- Placement on the page is wrong
- Something on the page is missing or incorrect
- No page came out of the printer
- A blank page came out
- Having problems printing a banner
- View known software conflicts

Index

HEWLETT PACKARD

3 Click the appropriate category (see the next page for an overview).

Troubleshooting

Index Back Close

Placement on the page is wrong

What's wrong?

Orientation of the printout is wrong.

Colors do not seem to line up properly with each other.

Entire printout is slanted or skewed.

Text or graphics are cut off at the edges of page.

HEWLETT PACKARD

4 What seems to be the problem?

Troubleshooting

Index Back Close

What's wrong?

Possible causes

Wrong page orientation setting?
The page orientation selected in the software program might not match the page orientation setting in HP's print settings dialog box.

Click here for instructions on changing print settings.

Wrong paper size selected?
The Paper Size setting in HP's print settings dialog box might not match the size of paper you are using.

Click here for more information.

None of the above solutions worked?
Click here if none of these suggestions worked.

HEWLETT PACKARD

5 Explore the possibilities!

Troubleshooting

The print quality is poor

Cartridges. If ink is smearing, streaking, or is splotchy:

- You might need to clean the print cartridges. See pages 55–56.
- You might need to replace the print cartridges, as described in Step 4 of the setup guide.

Banner lever. Make sure the banner lever is pushed to the left unless you're printing banners.

Paper. If the printing is faded or the colors are dull or bleeding into each other, make sure you're using paper intended for inkjet printers and that you've loaded the paper print side down.

Ink. You can control the amount of ink on the page by changing the Print Quality (on the *Setup* tab of the HP print settings dialog box).

The text or graphics are in the wrong place

Paper orientation. If the printing is positioned incorrectly on the page, make sure you've selected the correct orientation (*Portrait* or *Landscape*) on the *Features* tab of the HP print settings dialog box.

Alignment. If the color ink and black ink don't line up on the printed page, align the print cartridges. In the HP Toolbox, click the *Printer Services* tab, and then click *Align the print cartridges*.

Loading. If the printing is slanted or skewed, try reloading the paper.

Margin settings. If text is running off the edge of the page:

- Make sure the margins are set correctly in your software program.
- Make sure the elements in your document fit within the printable area of the page. (See page 59 for more information about your printer.)
- Make sure you've selected the right paper size on the *Setup* tab of the HP print settings dialog box.

Something on the page is wrong or missing

Margin settings. If the printing is cut off around the edges, check your software application:

- The correct margins are set.
- The elements are scaled correctly.

Colors. If the colors are wrong or missing:

- Clean your tri-color print cartridge. In the HP Toolbox, click the *Printer Services* tab, and then click *Clean the print cartridges*.
- Replace the tri-color print cartridge, as described in Step 4 of the setup guide.
- Clear the *Print in Grayscale* option on the *Color* tab of the HP print settings dialog box.

Communications. If meaningless characters are printing on your page, the computer might have lost communication with your printer. Try turning your computer and printer off and then turn them on again. If the problem persists, make sure all cables are plugged in tightly. Make sure you're using a bidirectional cable. To test the cable, in the HP Toolbox, click the *Printer Services* tab, and then click *Test printer communication*.

Troubleshooting

☑ No page came out of the printer

☑ A blank page came out of the printer

☑ You're having trouble printing a banner

Be patient. Complex documents, such as color photographs, take a while to print. Check the power light; if it's blinking, the printer is processing information.

Power. Make sure the printer is on (the Power light on the front of your printer should be on) and that all connections are firm.

Cover. Make sure the top cover of the printer is closed.

Paper. Make sure you put the paper in the lower (IN) tray correctly.

Communications. If you see a "Printer not responding" message on your screen, you might be using the wrong cable. (The bidirectional HP IEEE-1284-compliant Parallel Interface Cable is recommended.)

Print cartridges. Make sure both print cartridge cradles contain properly installed cartridges with the correct HP part number. (See page 61 for part numbers.)

Banner lever. Make sure the banner lever is pushed to the left, unless you're printing banners.

Tape. Make sure you've removed the protective pieces of tape on the print cartridges.

Default printer. Make sure you've selected the HP DeskJet 690C Series printer as the default printer. To check your default printer, click the *Troubleshooting* tab in the HP Toolbox, and then click *A blank page came out.* Under *Wrong printer selected,* click the button for complete instructions on setting a default printer and follow the instructions on your screen.

Ink. You might have run out of ink. Replace the cartridges as shown in step 4 of the setup guide.

Print settings. If the printer backs the paper up into the lower (IN) tray when you try to print, make sure you've selected *Banner* on the *Setup* tab of the HP print settings dialog box.

Setup. If the paper jams, make sure you slide the banner lever to the right until it clicks into place and that you flip up the banner support in the upper (OUT) tray.

Loading. If several sheets feed into the printer at once, be sure at least 10 sheets of banner paper are loaded in the lower (IN) tray. Also try unfolding and folding the paper to get more air between the sheets.

Paper. If the paper creases as it passes through the printer, the paper might be inappropriate for banner printing. HP Banner Paper is highly recommended.

Margin gap. If you see gaps in the printing at the ends of the sheets, the problem might exist in your software program. See the online troubleshooting help for more information.

What the buttons and lights do

The Resume ▯ and Power ⏻ buttons and lights are on the front of the printer. In general, the lights indicate when the printer is operating correctly and when it needs attention from you. The buttons are used to control the printer.

When these lights are...	You need to...
⏻ Turned off and ▯ Turned off	Press Power ⏻ to turn on the printer.
⏻ Steadily lit and ▯ Turned off	Send a document to the printer. The printer is in the ready-to-print state.
⏻ Steadily lit and ▯ Blinking	If you just installed a print cartridge, make sure the cartridge is securely snapped into the printer with the arrow aligned with the dots on the top of the print cartridge cradle. Close the top cover of the printer if it is open. Check the lower (IN) tray to make sure it contains paper and that the paper is correctly loaded in the tray. Press Resume ▯ to clear the error condition. Then check your computer screen for any reported error message and corrective action instructions.
⏻ Blinking and ▯ Turned off	No action required. This indicates that either the computer is sending a document to the printer or that the printer is currently busy printing a document.
⏻ Blinking and ▯ Blinking	Press Power ⏻ to turn off the printer. At the computer, cancel any documents awaiting printing. Press Power ⏻ again to turn on the printer.
⏻ Steadily lit and ▯ Steadily lit	See the *Troubleshooting* tab in the HP Toolbox. A problem exists with your printer.

HP Customer Support

If you have questions, either general ones regarding how your printer works or specific ones regarding a problem you're having, you have several possibilities for getting the answers.

Electronic support information

If you have a modem connected to your computer and subscribe to an online service or have direct access to the Internet, you can obtain a wide variety of information about your printer.

User Forums

You can get friendly help from knowledgeable users and system operators in the CompuServe (Go HPPER) and America Online (keyword: HP) user forums. In the user forums, you can leave your question and check back later for ideas and solutions suggested by other users. You can read through old messages left by other users to see if anyone else has had a problem similar to yours and has provided the solution online.

HP Web site

If you have access to the Internet, you can check out HP's Web site for support documentation and the latest news from HP at:
http://www.hp.com/support/deskjet.

Printer software

Printer software (also referred to as a printer driver) allows your printer to talk with your computer. HP provides printer software and software upgrades for Windows 3.1*x*, Windows 95, Windows 98, and Windows NT 4.0. For MS-DOS printer software, contact the manufacturer of your software program. You have several options for getting printer software:

● Download the printer software by accessing CompuServe, America Online, or HP's Web site (**http://www.hp.com/support/deskjet**).

● If you are in the U.S., setting up your printer for the first time, and do not have a CD-ROM drive, you can order the software on 3.5 inch disks by calling the toll-free phone number listed on the printer software CD case. Disks are delivered to you the next day free of charge.

● If you are in the U. S. and need a software upgrade, you can order it by calling (805) 257-5565. Software upgrades are available for the cost of the disks plus shipping.

● If you are outside the U.S. and cannot download the driver from HP's Web site, call HP Customer Support.

Repairing your printer

To speak to someone to verify that your printer needs repair, please call the HP Telephone Support Center. If your printer requires repair, the HP Support Agent coordinates that process. This service is free of charge during the warranty period of your printer. Beyond the warranty period, repairs are charged on a time and materials basis.

Free support for 90 days

Within 90 days from the time of your purchase, telephone support is provided to you free of charge. Before placing a call for help, please make sure that:

- You have checked your user's guide and online troubleshooting for installation troubleshooting tips.
- You are seated in front of your computer with your printer nearby.
- You have the following information available:
  - Your printer's serial number (the label is on the back of the printer).
  - Your printer's model number (the label is on the front of the printer).
  - The model of the computer.
  - The version of the printer driver and software program (if applicable).

A note about letters

If you need technical help from a technical support person, we recommend that you call us while you're in front of your computer and printer, rather than writing a letter to us. That way we can help you with your questions immediately!

Calling HP Customer Support

To speak with someone for online technical assistance, call one of the following numbers. This service is free of charge during the warranty period of your printer. However, if you are calling long distance, the usual long-distance charges apply.

- Africa/Middle East   41 22/780 71 11
- Argentina   541781-4061/69
- Australia   61 3 92728000
- Austria   43 (0)660 6386
- Belgium (Dutch)   32 (0)2 62688 06
- Belgium (French)   32 (0)2 6268807
- Brazil   55 11 709-1444
- Canada (English)   (208) 344-4131
- Canada (French)   (905) 206-4383
- China   86 10 6505 3888-5959
- Czech Republic   42 (2) 471 7321
- Denmark   45 (0)39 294099
- Finland   385 (0)203 47288
- France   33 (0) 143623434
- German   49 (0) 180 5258 143
- Greece   30 1 689 64 11
- Hong Kong   (800) 96 7729
- Hungary   36 (1) 252 4505
- India   91 11 682 60 35
- Indonesia   6221 350 3408
- Ireland   353 (0) 1662 5525
- Italy   39 (0)2 264 10350
- Japan, Tokyo   81 3 3335-8333
- Japan, Osaka   81 6 838 1155
- Korea   82 2 3270 0700
- Malaysia   03 2952566
- Mexico D.F.   326 46 00
- Mexico, Guadalajara   669 95 00
- Mexico, Monterey   378 42 40
- Middle East/Africa   41 22/780 71 11
- Netherlands   31 (0)20 606 8751
- New Zealand   (09) 356-6640
- Norway   47 (0)22 116299

- Philippines 65 272 5300
- Poland 48 22 37 50 65
- Portugal 351 (0) 144 17 199
- Russia 7095 923 50 01
- Singapore 65 272 5300
- Spain 34 (9) 02321 123
- Sweden 46 (0)8 6192170
- Switzerland 41 (0)84 8801111
- Taiwan 886 2-2717-0055
- Thailand (66-2) 661 4011
- Turkey 90 1 224 59 25
- United Kingdom 44 (0) 171 512 5202
- U.S. (208) 344-4131
- Venezuela 58 2 239 5664

After the warranty

- You can still get help from HP for a fee. Prices are subject to change without notice. (Online help is always available for free!)

- For quick questions in the United States only, call (900) 555-1500. The charges are $2.50 per minute and begin when you connect with a support technician.

- For calls from Canada, or for calls in the U.S. that you anticipate might be longer than ten minutes in length, call (800) 999-1148. The fee is US $25 per call, charged to your Visa or MasterCard.

- If during your phone call, it is determined that your printer requires repair, and you are within your printer's hardware warranty period, your phone charges will be reversed.

6 More About Your Printer

System requirements

Print cartridges

Minimum printing margins

Product specifications

Ordering supplies and accessories

Printing from MS-DOS

Uninstalling the printer software

Additional symbol sets and fonts

Limited Warranty Statement

Legal information

In this chapter

If you want to know more of the working details about your printer, check out the technical information in this chapter.

System requirements

For your printer to work at its best, your computer must meet the following system requirements:

For Windows NT 4.0

- 80486/66 MHz CPU
- 16 MB of RAM

For Windows 3.1x, Windows 95, and Windows 98

- 80486/33 MHz CPU
- 8 MB of RAM

For MS-DOS

- MS-DOS version 3.3 (or later)
- 80386/16 MHz CPU
- 4 MB of RAM

Note *The HP DeskJet 690C Series printer is a personal printer and is not supported in network configurations.*

Printer communications

Your printer does not include a printer cable. The HP IEEE-1284-compliant Parallel Interface Cable is best for your printer. Make sure the cable is bidirectional—that it allows two-way communication between your printer and the computer. This type of cable allows you to access all your printer's features.

If you don't know whether or not your printer cable is bidirectional, you can find out by following these steps:

1. Make sure the printer cable is firmly connected to both the printer and the computer.

2. Make sure both the printer and the computer are turned on.

3. In the HP print settings dialog box, click the *Printer Services* tab. (To find the HP print settings dialog box, turn to page 41.)

4. Click *Test printer communication*.

   The printer software tests the communication between your computer and your printer and tells you if you have bidirectional communication.

   If the cable is bidirectional, you should have access to all the features of your HP DeskJet printer.

   If the cable is not bidirectional, the printer is unable to send messages to the computer screen, but it can still print.

Print cartridges

Print and photo cartridges

To get the best performance from your printer, Hewlett-Packard recommends using only genuine HP supplies in HP inkjet printers, including only HP print and photo cartridges. Damage resulting from the modification or refilling of HP cartridges is specifically excluded from coverage of HP printer warranties.

Refilling an HP cartridge pushes the electronic and mechanical components of the cartridge past their normal life cycle, creating many potential problems, such as the following:

Poor print quality

- Non-HP ink can contain components that cause nozzles to become clogged, resulting in streaked copy and graying or fuzzy characters.
- Non-HP inks can contain components that corrode the cartridge's electrical components, resulting in poor printouts.

Potential damage

- If ink from a refilled cartridge leaks, the excess ink might damage the service station that caps the cartridge while it is in the printer but not in use. Because this service station maintains the health of the cartridge, quality problems might occur with this cartridge.
- If ink from a refilled cartridge leaks onto the electrical components in your printer, severe printer damage can occur, causing downtime and repair costs.

    Caution   **Damage resulting from the modification or refilling of HP cartridges is specifically excluded from the coverage of HP printer warranties.**

    Note   *When buying replacement print cartridges, check the part numbers carefully so that you buy the right cartridges for your printer:*

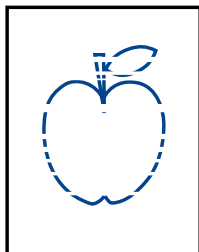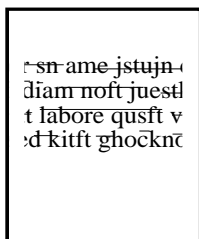| Black	Large Black	Tri-Color	Photo Cartridge
HP 51629G	HP 51629A	HP 51649A	HP C1816A

Cleaning the print cartridges

Cleaning your print cartridges can improve the quality of printing.

If your printed page is missing lines or dots, perform Procedure 1 below. If your printed page contains streaked ink, perform Procedure 2.

Procedure 1: Correcting missing lines or dots

Clean the print cartridges when you notice that the lines or dots are missing from your printed text and graphics, as shown in the left margin. The print cartridges can be cleaned from the HP Toolbox.

Note   Do not clean the print cartridges unnecessarily, as this wastes ink and shortens the life of the print cartridge.

Note   MS-DOS users can clean print cartridges from the HP DeskJet Control Panel for MS-DOS (see page 64).

To clean the print cartridges from the HP Toolbox:

1. Double-click the HP Toolbox icon on the computer screen.
2. Click the *Printer Services* tab.
3. Click *Clean the print cartridges* and follow the directions on the screen.

If the preceding procedure does not improve the print quality, your print cartridges might be low on ink. Replace the print cartridges.

Procedure 2: Eliminating ink streaks

Customers using HP DeskJet printers in dusty environments might occasionally experience ink streaks or smearing because of a small accumulation of debris inside the printer. This debris can include dust, hair, carpet, or clothing fibers. Ink streaking is easily prevented or corrected by doing scheduled cleaning to three areas of the printer: the print cartridges, the print cartridge cradle, and the service station. HP recommends that you perform this cleaning every 3 months.

Materials you will need

Before you begin, make sure you have the following materials available:

- Cotton swabs or any soft material that will not come apart or leave fibers (for example, a piece of clean cotton cloth).
- Distilled, filtered, or bottled water (tap water might contain contaminants that can damage the print cartridges).
- Scrap paper or paper towels to set the print cartridges on while you are working.

*Caution   **Be careful not to get ink on your hands or clothing.***

Steps to clean your printer

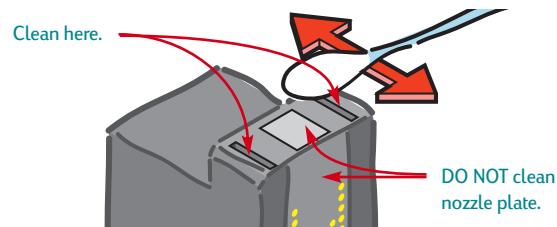**1** Remove the print cartridges

    a. Turn the printer **on** and lift the printer's top cover.

       The print cartridges move to the center of the printer.

    b. After the print cartridges have moved to the center of the printer, **unplug** the black power cord from the back of the printer.

    c. Remove the print cartridges and place them on their sides on a scrap piece of paper.
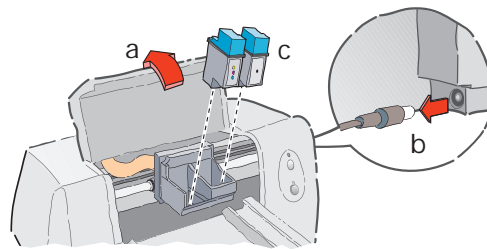
    Caution   **Once you've removed the print cartridges, make sure that they are not outside of the printer for more than 30 minutes.**

    WARNING   **Keep new and used print cartridges out of the reach of children.**

2 Clean the print cartridges

    a. Dip a clean cotton swab into distilled water and **squeeze** any excess water from the swab.

    b. Grasp the black print cartridge by the colored cap.

    c. Clean the **face** and **edges** of the print cartridge as shown. **DO NOT** wipe the nozzle plate.

Clean here.

DO NOT clean nozzle plate.

    d. Hold the print cartridge up to the light to inspect for fibers on the face and edges. If fibers are still present, repeat steps 2a through 2c.

    e. Repeat steps 2a through 2d with the tri-color print cartridge using a clean, moistened cotton swab to avoid any contamination.

3 Clean the print cartridge cradle

   a. Position yourself at eye level with the printer.

   b. Locate the cradle that holds the print cartridges, then locate the three black, hook-shaped arms on the bottom of the cradle.

   c. Using clean, moistened swabs, wipe the **flat surfaces** (shaded area) on the undersides of each arm from back to front. Repeat until no ink residue is seen on a clean swab.
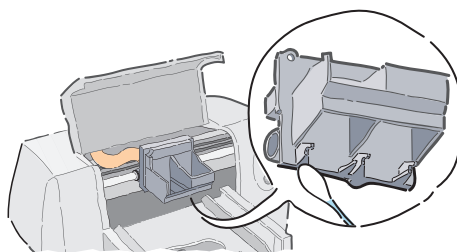
4 Clean the service station

   a. Using a clean, moistened swab, clean the **rim** of the sponge holder.

   b. Remove any built-up ink and fibers from the top of the sponge. If the sponge is higher than the rim, use the cotton swab to push it below the rim.

   c. Using a clean, moistened swab, clean **wiper 1** and the top surface of **cap 1**.

   Caution **Use light force when cleaning the print cartridge caps. Heavy force might unseat the caps, eventually causing damage to the print cartridges.**

   d. Using a clean, moistened swab, clean **wiper 2** and the top surface of **cap 2**.
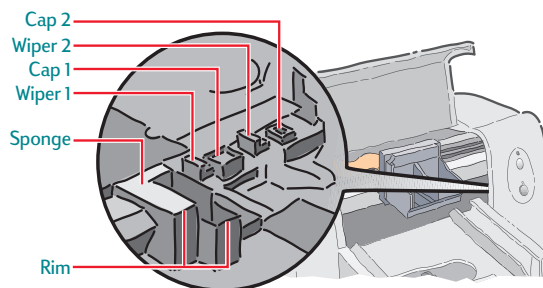
5 Reinstall the print cartridges

a. Reinstall the print cartridges and close the printer's top cover.

b. Reinsert the power cord into the back of the printer.

c. Print a test page. On the *Printer Services* tab of the HP Toolbox, click *Print a test page*.

d. Examine the printout for ink streaking.

Note *This procedure should remove all fibers that would cause ink to streak on a printout. However, fibers can be missed. If the printout still shows streaking, repeat the procedure until the test printout is clear and sharp. HP recommends that you perform this procedure every 3 months. This procedure and additional maintenance tips are located on HP's Web site at: http://www.hp.com/support/deskjet/maintenance.*

Minimum printing margins

The printer cannot print outside a certain area of the page, so you must make sure the contents of your document fall within the printable area—that is, within the top, bottom, left, and right margins available for the specific size paper on which you are printing.

Paper Size	Left/Right Margins	Bottom Margin
U.S. Letter 8.5 x 11 in	0.25 in	0.59 in
U.S. letter banner 8.5 x 11 in	0.25 in	0.00 in
U.S. legal 8.5 x 14 in	0.25 in	0.59 in
A4 size 210 x 297 mm	3.4 mm	14.9 mm
A4 banner 210 x 297 mm	6.3 mm	0.00 mm
A5 size 148 x 210 mm	3.2 mm	21.2 mm
B5 size 182 x 257 mm	4.2 mm	21.2 mm
Executive 7.25 x 10.5 in	0.25 in	0.59 in
U.S. cards 4 x 6 in	0.125 in	0.84 in
U.S. cards 5 x 8 in	0.125 in	0.84 in
A6 cards 105 x 148 mm	3.2 mm	21.2 mm
Hagaki postcards 100 x 148 mm	4.2 mm	21.2 mm

Note: The top margin is 0.04 inches (1 mm) for all paper sizes (except for banner paper).

Envelope Size	Left Margin	Right Margin
U.S. No. 10 4.12 x 9.5 in	0.84 in	0.04 in
DL 110 x 220 mm	21 mm	1 mm
C6 114 x 162 mm	21 mm	1 mm
Invitation A2 4.37 x 5.75 in	0.84 in	0.04 in

Note: The top and bottom margins are 0.125 inches (3.2 mm) for all envelope sizes.

Note *MS-DOS margins can vary. See the manual for the specific MS-DOS program for more information.*

Product specifications

Printers
HP DeskJet 695C printer model number C4562B
HP DeskJet 697C printer model number C4562C

Print technology
Drop-on-demand thermal inkjet printing
Four colors standard; six colors with HP Photo Cartridge.

Black print speed *

Best mode:	1 page per minute
Normal mode:	3 pages per minute
Normal mode (MS-DOS):	134 cps at 10 cpi
EconoFast:	5 pages per minute
EconoFast (MS-DOS):	270 cps at 10 cpi

Color print speed (black and color cartridges) *

Best mode:	.3 pages per minute
Normal mode:	.8 pages per minute
EconoFast:	1.7 pages per minute

Color print speed (tri-color and photo cartridges) *
up to 4 minutes per page (5 x 7 photo)

Black resolution

Best mode:	600 x 600 dpi
Normal mode:	600 x 300 dpi
EconoFast:	300 x 300 dpi

Color resolution (black and color cartridges)
300 x 300 dpi on plain paper
600 x 300 dpi black and color (on glossy paper, premium paper, photo paper, and transparency film)

Color resolution (tri-color and photo cartridges)
600 x 300 dpi with 6 inks, using HP PhotoRET Technology and all paper types (Best and Normal modes)

MS-DOS (graphics)
Full-page 75, 150, 300 dpi

Printer command language
HP PCL Level 3

Standard Character Sets
United Kingdom (ISO 4), German (ISO 21), French (ISO 69), Italian (ISO 15), Danish/Norwegian (ISO 60), Swedish (ISO 11), Spanish (ISO 17), ANSI ASCII (ISO 6), Legal, PC-8, Roman-8, PC-850, PC-8 Danish/Norwegian, ECMA-94, Latin 1 (ISO 8859/1), PC-852, Latin 2 (ISO 8859/2), Latin 5 (ISO 8859/9), and PC-8 Turkish

Software compatibility
Microsoft Windows-compatible
Compatible with an extensive range of MS-DOS software programs

*Approximate figures. Exact speed varies depending on the system configuration, software program, and document complexity.

Vertical alignment
± 0.002 in

Built-in (internal) fonts

Courier (portrait and landscape orientations)

Pitch:	5, 10, 16.67, 20 cpi
Point size:	6, 12, 24 pt
Style:	Upright (Italic: 5, 10, 20 cpi)
Stroke weight:	Normal, Bold

CG Times (portrait and landscape orientations)

Pitch:	Proportional
Point size:	5, 6, 7, 8, 10, 12, 14 pt
Style:	Upright, Italic
Stroke weight:	Normal, Bold

Letter Gothic (portrait and landscape orientations)

Point and pitch:	6, 12, and 24 pt for 6, 12 and 24 cpi (Upright only): 4.75, 9.5, and 19 pt for 16.67 cpi
Style:	Upright
Stroke weight:	Normal, Bold

Univers (portrait and landscape orientations)

Pitch:	Proportional
Point size:	5, 6, 7, 8, 10, 12, 14 pt
Style:	Upright (Italic: 5, 6, 10, 12 pt)
Stroke weight:	Normal, Bold

Recommended media weight

Paper:	60 to 135 g/m^2 (16 to 36 lb)
Continuous (banner) paper:	75 g/m^2 (20 lb)
Envelopes:	75 to 90 g/m^2 (20 to 24 lb)
Cards:	110 to 200 g/m^2 (110 lb index max.; 8.5 pt max. thickness)

Media Handling (Built-In Feeders)

Sheets:	up to 100 sheets
Banners:	up to 20 sheets
Multiple envelopes:	up to 20 envelopes
Single envelope:	only 1 envelope
Cards:	up to 30 cards
Transparencies:	up to 50 sheets
Labels:	up to 25 sheets of Avery paper labels. Use only U.S. letter or A4 size sheets. Use only Avery paper labels specifically designed for use with HP InkJet printers.
OUT tray capacity:	up to 50 sheets

Buttons/lights
Resume and Power

I/O Interface
Centronics parallel, IEEE-1284-compliant with 1284-B receptacle

Printer memory
512 KB built-in RAM
32 KB receive buffer

Media size

U.S. letter		8.5 x 11 in
Banner U.S. letter		8.5 x 11 in
U.S. legal		8.5 x 14 in
Executive		7.25 x 10.5 in
Banner European A4		210 x 297 mm
European A4		210 x 297 mm
European A5		148 x 210 mm
B5-JIS		182 x 257 mm
Custom size:	*Width:*	100 to 216 mm
		4.0 to 8.5 in
	Length:	148 to 356 mm
		5.83 to 14 in
U.S. No. 10 envelope		4.12 x 9.5 in
Invitation A2 envelope		4.37 x 5.75 in
European DL envelope		220 x 110 mm
European C6 envelope		114 x 162 mm
Index card		101.6 x 152.4 mm
		4 x 6 in
Index card		127 x 203.2 mm
		5 x 8 in
European A6 card		105 x 148 mm
Japanese Hagaki Postcard		100 x 148 mm

Dimensions

Width:	436 mm (17.2 in)
Height:	199 mm (7.9 in)
Depth:	405 mm (16 in)

Weight
5.3 kg (11.6 lb)

Power consumption
2 watts maximum when off
4.5 watts maximum nonprinting
12 watts maximum printing

Operating environment
Maximum operating temperature: 5° C (41° F) to 40° C (104° F)
Humidity: 10-80% RH noncondensing
Recommended operating conditions for best print quality: 15° C (59° F) to 35° C (95° F), 20 to 80% RH noncondensing
Storage temperature: -40° C (-40° F) to 60° C (140° F)
Noise Levels per ISO 9296:

	Normal Mode
Sound Power, L_{wAd}:	6.3 B (A)
*Sound Pressure, L_{pAm}:	50 dB (A)
*Bystander positions	

Ordering supplies and accessories

For ordering information, see page 62.

Parts/ Supplies/Accessories	HP Reorder Number
Print Cartridge *	
Black print cartridge	
	51629G
Large capacity	51629A
Tri-Color print cartridge	51649A
Photo cartridge	C1816A
HP Photo Color Kits	
Asian HP Photo Color Kit	C4583
European HP Photo Color Kit	C4584
Latin American HP Photo Color Kit	C4590
U.S. HP Photo Color Kit	C4585

HP DeskJet 695C/697C Series Printer Documentation Kits	Manual Kits
Arabic	C4562-60264
Czech	C4562-60265
Danish	C4562-60266
Dutch	C4562-60267
English	C4562-60287
Finnish	C4562-60268
French	C4562-60269
German	C4562-60270
Greek	C4562-60271
Hebrew	C4562-60272
Hungarian	C4562-60273
Italian	C4562-60275
Japanese	C4562-60276
Korean	C4562-60288
Norwegian	C4562-60277
Polish	C4562-60278
Portuguese	C4562-60279
Russian	C4562-60280
Simplified Chinese	C4562-60281
Spanish	C4562-60282
Swedish	C4562-60283
Thai	C4562-60285
Traditional Chinese	C4562-60284
Turkish	C4562-60286

Parts/ Supplies/Accessories	HP Reorder Number
Paper Media **	
HP Banner Paper	
U.S. letter, 100 sheets	C1820A
European A4, 210 x 297 mm, 100 sheets	C1821A
HP Premium Inkjet Heavyweight Paper	
U.S. letter, 100 sheets	C1852A
European A4, 100 sheets	C1853A
HP Premium Inkjet Transparency Film	
U.S. letter, 50 transparencies	C3834A
U.S. letter, 20 transparencies	C3828A
European A4, 50 transparencies	C3835A
European A4, 20 transparencies	C3832A
HP Premium Inkjet Paper	
U.S. letter, 200 sheets	51634Y
European A4, 200 sheets	51634Z
HP Premium Inkjet Rapid-Dry Transparencies	
U.S. letter, 50 transparencies	C6051A
European A4, 50 transparencies	C6053A
HP Greeting Card Paper	
Prescored for quarter-fold	
U.S. letter: 20 sheets, 20 envelopes	C1812A
European A4: 20 sheets, 20 envelopes	C6042A
HP Glossy Greeting Card Paper	
Prescored for half-fold	
U.S. letter: 10 sheets, 10 envelopes	C6044A
HP Premium Photo Paper	
U.S. letter, 15 sheets	C6039A
European A4, 15 sheets	C6040A
Asian A4, 15 sheets	C6043A
HP Photo Paper	
U.S. letter, 20 sheets	C1846A
European A4, 20 sheets	C1847A
Asian A4, 20 sheets	C6765A
HP Bright White Inkjet Paper	
U.S. letter, 500 sheets	C1824A
U.S. letter, 200 sheets	C5976A
European A4, 500 sheets	C1825A
European A4, 200 sheets	C5977A
Transfer Media	
HP Iron-On T-Shirt Transfers	
U.S. letter, 10 sheets	C6049A
European A4, 10 sheets	C6050A

*   *When you buy replacement cartridges, check the part numbers carefully so that you buy the right one.*

**   *Availability of special media varies by country.*

Parts/ Supplies/Accessories	HP Reorder Number
HP IEEE-1284-compliant Parallel Interface Cable *(with one 1284-A connector for the computer port and one 1284-B connector for the printer port)*	
2-meter length	C2950A
3-meter length	C2951A
Power Module	
U.S., Canada, Mexico 120 V/60 Hz	9100-5124 (C2175A)
Korea, 220 V/60 Hz	9100-5126 (C2182A)
Australia, 240 V/50 Hz	9100-5127 (C2181A)
South Africa, 220 V/50 Hz	9100-5128 (C2180A)
China, Argentina, 220 V/50 Hz	9100-5129 (C2179A)
Japan, 100 V/50/60 Hz	9100-5130 (C2178A)
U.K., 240 V/50 Hz	9100-5131 (C2177A)
Europe (except U.K.), 230 V/50 Hz	9100-5132 (C2176A)
Top Cover (Access Door)	C6417-40002
Base Foot Assembly (1 ea.)	C2162-60098
Nameplate (DJ 695C)	C6417-40004
Nameplate (DJ 697C)	C6417-40009
Instruction Label	C6417-80021
Paper Tray Assembly	C4549-60003

Ordering information

To order printer supplies or accessories, call your nearest HP dealer or call HP DIRECT at the following numbers for fast shipping service:

- **Argentina:** (54 1) 787-7100
  Fax: (54 1) 787-7213
  Hewlett-Packard Argentina, Montañeses 2150
  1428 Buenos Aires, Argentina

- **Australia/New Zealand:** (03) 895-2895
  China Resources Bldg.
  26 Harbour Road
  Wanchai, Hong Kong

- **Belgium:** 02/778 3092 (or 3090, 3091)
  Fax: 02/778 3076
  Hewlett-Packard Belgium SA/NV
  100 bd. de la Woluwe/Woluwedal
  1200 BRUXELLES

- **Brazil:** 55-11-7296-4991
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Printing from MS-DOS

When you print from MS-DOS programs, you can control print settings, such as print quality, page orientation, paper size, and so on, by using the printer driver for the HP DeskJet 690C Series printer that comes with your software program. (A printer driver is a program that allows you to control print settings from within your word processor, spreadsheet, or other software program.)

However, many software manufacturers might not have developed a printer driver specifically for the HP DeskJet 690C Series printers. In that case, you can use an alternate printer driver as listed below, or use the HP DeskJet Control Panel for MS-DOS for improved printer control.

Using the HP DeskJet Control Panel for MS-DOS

Use the HP DeskJet Control Panel to choose print settings that might not be available from some MS-DOS programs, or if you can't get a printer driver that works with your software program.

Installing the HP DeskJet Control Panel

Before you install the HP DeskJet Control Panel, make sure you have followed all the steps in the setup guide.

1 Turn on your computer and your printer.

2 Put Installation Disk #3 into your computer's disk drive.

3 At the MS-DOS command line (C:\>), type A:\INSTALL and press ENTER.

If your disk drive is different than "A", substitute the correct letter for "A".

4 Follow the instructions on the screen.

Note *If a message indicates that the installation of the Control Panel was unsuccessful, try the installation again. If it's still unsuccessful, or if the Control Panel software is damaged or missing, contact your authorized HP dealer.*

Cleaning the print cartridges

Clean the print cartridges when you notice that lines or dots are missing from your printed text and graphics. However, don't clean them unnecessarily as this wastes ink and shortens the print cartridge life.

1 At the MS-DOS command line, type DJCP and press ENTER.

The Control Panel appears.

2 Click *Clean Print Cartridge*, then follow the instructions on the screen.

Aligning the print cartridges

Align the print cartridges when you notice that color ink does not properly line up with black ink.

1 At the MS-DOS command line, type DJCP and press ENTER.

The Control Panel appears.

2 Click *Align Print Cartridge*, then follow the instructions on the screen.

Using the right MS-DOS printer driver

Printer drivers are supplied by the manufacturers of MS-DOS software programs. Whenever possible, use the one designed specifically for the HP DeskJet 690C Series printers. However, if one isn't available, you can get satisfactory results using one of the drivers listed below. If you are using a program that's not listed, contact the manufacturer of the software program to get a printer driver that is compatible with your new printer.

MS-DOS Program	Version	Recommended Printer Driver
Word Perfect	5.1, 5.1+, 6.x	HP DeskJet 600, 660C, or 850C
Harvard Graphics	3.0	HP DeskJet 540
Lotus 1-2-3	2.x, 3.x, 4.0	HP DeskJet 540
Microsoft Word	5.5, 6.0	HP DeskJet 560C

Installing a MS-DOS printer driver

Follow the instructions supplied by the software manufacturer. Contact them if you have any questions or concerns about the performance of your printer when using one of their drivers.

Uninstalling the printer software

If you need to uninstall the printer driver for your HP DeskJet printer for any reason, perform **one** of the steps listed for your operating system. If something unexpected happened during installation, it is safest to run the uninstall utility directly from the CD or disks rather than from the uninstall program that was placed on your hard drive.

For Windows 3.1*x*, do *one* of the following:

- In *Program Manager*, locate your HP DeskJet Series group. Double-click the Uninstall icon to uninstall your printer software.

OR

- Insert the driver disk (either driver disk #1 or your CD) into your computer and run Setup.exe. Select the third option to "Remove the HP DeskJet 690C Series software from your PC."

For Windows 95, Windows 98, and Windows NT 4.0, do *one* of the following:

- From the *Start* menu, click *Programs*, click *HP DeskJet 690C Series*, and then click *HP DeskJet 690C Series Uninstaller*.

OR

- From the *Start* menu, click *Settings*, click *Control Panel*, and then click *Add/Remove Programs*. Select *HP DeskJet 690C Series (Remove only)*.

OR

- Insert the driver disk (either driver disk #1 or your CD) into your computer and run Setup.exe. Select the third option to "Remove the HP DeskJet 690C Series software from your PC."

Additional symbol sets and fonts

Additional symbol sets and fonts might have been included with your printer on a separate disk. This "Regional Font Support" disk contains custom files for use with the HP DeskJet Control panel for MS-DOS, allowing access to special character sets.

Supported languages

You only need to install the one file that supports your particular language. If you are uncertain which language is included in your printer, check the serial number label on the back of the printer for one of the following codes:

ARB=Arabic

GRK=Greek

LTV=Latvian

THA=Thai

CYR=Cyrillic

HBR=Hebrew

LIT=Lithuanian

Installing a special symbol set or font

1 First install the printer software as described in the setup guide.

2 Put the Regional Font Support disk into the disk drive.

3 From the MS-DOS command line (C:\>), type A:DIR then press ENTER to display the subdirectories on the Regional Font Support disk.

   If your disk drive is different that "A", substitute the correct letter for "A".

Copy the appropriate Symsets.dat file from the subdirectory for the language of your printer to your \Deskjet directory. For example, to copy the file for the Cyrillic language, at the C:\ prompt type the following and then press ENTER: **COPY A:\CYRILLICS\SYMSETS.DAT C:\DESKJET**

4 Remove the Regional Font Disk from the disk drive when the copying process is complete.

Available symbol sets and fonts

See the appropriate language option in the following list.

Hebrew

| Symbol Sets: | Latin/Hebrew (ISO-8859/8) |
| | PC Hebrew (CP-862) |

Fonts:

Proportional Spaced	Point Sizes	
David PS	5, 6, 7, 8, 10, 12, 14	
NarkisTam	5, 6, 7, 8, 10, 12, 14	
Miriam PS	5, 6, 7, 8, 10, 12, 14	
Miriam PS Italic	5, 6, 10, 12	

Fixed Space	Point Sizes	Pitches
Courier	6, 12, 24	5, 10, 16.67, 20
Courier Italic	6, 12, 24	5, 10, 20
Miriam	6, 12, 24	6, 12, 24
Miriam Italic	6, 12, 24	6, 12, 24
David	6, 12, 24	5, 10, 16.67, 20

Arabic

| Symbol Sets: | HP Arabic-8 |
| | PC Arabic (CP-864) |

Fonts:

Proportional Spaced	Point Sizes	
Ryadh	5, 6, 7, 8, 10, 12, 14	

Fixed Space	Point Sizes	Pitches
Naskh	6, 12, 24	5, 10, 20
Naskh	7, 14, 28	8.5, 17
Koufi	6, 12, 24	6, 12, 24

Cyrillic

| Symbol Sets: | PC-Cyrillic (CP-866) |
| | Latin Cyrillic (ISO-8859/5) |

Fonts:

Proportional Spaced	Point Sizes
CG Times	5, 6, 7, 8, 10, 12, 14
CG Times Italic	5, 6, 7, 8, 10, 12, 14
Univers	5, 6, 7, 8, 10, 12, 14
Univers Italic	5, 6, 10, 12

Fixed Space	Point Sizes	Pitches
Courier	6, 12, 24	5, 10, 16.67, 20
Courier Italic	6, 12, 24	5, 10, 20
Letter Gothic	6, 12, 24	6, 12, 24
Letter Gothic Italic	6, 12, 24	6, 12, 24

Greek

| Symbol Sets: | PC-8 Greek (CP-866) |
| | Latin/Greek (ISO-8859/7) |

Fonts:

Proportional Spaced	Point Sizes
CG Times	5, 6, 7, 8, 10, 12, 14
CG Times Italic	5, 6, 7, 8, 10, 12, 14
Univers	5, 6, 7, 8, 10, 12, 14
Univers Italic	5, 6, 10, 12

Fixed Space	Point Sizes	Pitches
Courier	6, 12, 24	5, 10, 16.67, 20
Courier Italic	6, 12, 24	5, 10, 20
Letter Gothic	6, 12, 24	6, 12, 24
Letter Gothic Italic	6, 12, 24	6, 12, 24

Baltic

Symbol Sets:	PC Latvian/Russian
	PC Lithuanian/Russian
	PC Lithuanian (CP-772)

Fonts:

Proportional Spaced	Point Sizes
CG Times	5, 6, 7, 8, 10, 12, 14
CG Times Italic	5, 6, 7, 8, 10, 12, 14
Univers	5, 6, 7, 8, 10, 12, 14
Univers Italic	5, 6, 10, 12

Fixed Space	Point Sizes	Pitches
Courier	6, 12, 24	5, 10, 16.67, 20
Courier Italic	6, 12, 24	5, 10, 20
Letter Gothic	6, 12, 24	6, 12, 24
Letter Gothic Italic	6, 12, 24	6, 12, 24

Thai

| Symbol Sets: | TIS (TAPIC23) |

Fonts:

Fixed Space	Point Sizes	Pitches
Thai Courier, Courier Bold, Courier Italic, and Bold Italic	12	10
Thai Courier, Courier Bold, and Courier Italic	10	12
Thai Courier, Courier Bold, and Courier Italic	24	6
Thai Line Printer	8.5	16

Limited Warranty Statement

HP Product	Duration of Limited Warranty
Software	90 Days
Print cartridges	90 Days
Printheads	1 Year
Printer and Related HP Hardware	1 Year

A. Extent of Limited Warranty

1. Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer. Customer is responsible for maintaining proof of date of purchase.

2. For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be uninterrupted or error free.

3. HP's limited warranty covers only those defects which arise as a result of normal use of the product, and do not apply to any:
   a. Improper or inadequate maintenance or modification;
   b. Software, interfacing, media, parts, or supplies not provided or supported by HP; or
   c. Operation outside the product's specifications.

4. For HP printer products, the use of a non-HP ink cartridge or a refilled ink cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.

5. If HP receives, during the applicable warranty period, notice of a defect in any software, media, or ink cartridge product which is covered by HP's warranty, HP shall replace the defective product. If HP receives, during the applicable warranty period, notice of a defect in any hardware product which is covered by HP's warranty, HP shall either repair or replace the defective product, at HP's option.

6. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.

7. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.

8. Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.

9. HP's limited warranty is valid in any country where the covered HP product is distributed by HP except for the Middle-East, Africa, Argentina, Brazil, Mexico, Venezuela, and France's "Departments d'Outre-Mer"; for those excepted areas, the warranty is valid only in the country of purchase. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

B. Limitations of Warranty

1. TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKE ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED, WITH RESPECT TO THE HP PRODUCTS, AND SPECIFICALLY DISCLAIM THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

C. Limitations of Liability

1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.

2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

D. Local Law

1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.

2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
   a. Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
   b. Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
   c. Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or not allow limitations on the duration of implied warranties.

3. FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF HP PRODUCTS TO SUCH CUSTOMERS.

Legal information

Regulatory notices

FCC statement (USA)

The United States Federal Communications Commission (in 47 CFR 15.105) has specified that the following notice be brought to the attention of users of this product:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference's by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Use of a shielded cable is required to comply within Class B limits of Part 15 of FCC Rules.

Pursuant to Part 15.21 of the FCC Rules, any changes or modifications to this equipment not expressly approved by Hewlett-Packard Company may cause harmful interference and void the FCC authorization to operate this equipment.

LED Indicator Statement

The display LEDs meet the requirements of EN 60825-1.

Power Module Statement

The power module cannot be repaired. If it is defective it should be discarded or returned to the supplier.

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準
に基づくクラスＢ情報技術装置です。この装置は、家庭環境で使用すること
を目的としていますが、この装置がラジオやテレビジョン受信機に近接して
使用されると受信障害を引き起こすことがあります。
取り扱い説明書に従って正しい取り扱いをして下さい。

사용시 안내문 (A급 기기)

이 기기는 업무용으로 전자파장해검정을 받은
기기이오니, 만약 잘못 구입하셨을 때에는 구입
한 곳에서 비업무용으로 교환하시기 바랍니다.

사용자 안내문 (B급 기기)

이 기기는 비업무용으로 전자파장해검정을 받은
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사용할 수 있습니다.

Index

Reduce, Reuse, Recycle

Protecting the Environment

Hewlett-Packard continuously improves the design and production processes of HP DeskJet and DeskWriter printers to minimize the negative impact on the office environment and on the communities where the printers are manufactured, shipped, and used. Hewlett-Packard has also developed processes to minimize the negative impact of the disposal of the printers at the end of printing life.

Reduction and Elimination

Printer Packaging: Packaging materials, cushions, accessories, and boxes have been reduced, saving roughly 50% in fuel and, therefore, fuel emissions. Boxes used to ship printers from the distribution centers are whitened without using chlorine.

Ozone: All ozone-depleting chemicals (CFCs, for example) have been eliminated from Hewlett-Packard manufacturing processes.

Recycling

Printer Packaging: The boxes used to ship printers from the distribution centers, the expanded polystyrene packaging inserts, and the clear polyethylene bags containing the printer drivers are 100% recyclable.

Plastic Parts: Major manufactured plastic parts are marked as to the plastic content to facilitate product recycling.

Manuals: The manuals in this kit are printed on recycled paper.

Reduction and Reuse

Ink Packaging: The packaging for the ink cartridges was significantly reduced and made recyclable.

Energy Consumption

HP DeskJet and DeskWriter printers use only 4.5 watts in stand-by mode, which easily qualifies them as energy-saving computer printers under the U.S. Environmental Protection Agency's Energy Star Computers program. The EPA estimates that if all desktop PCs and peripherals in the U.S. were to qualify, the overall savings in electricity could amount to over $1 billion each year. It could also prevent the emission of 20 million tons of carbon dioxide per year (the equivalent output of 5 million cars).

The Energy Star emblem does not represent EPA endorsement of any product or service.

energy

EPA   POLLUTION PREVENTER